

Wanting to return your item?

If you have changed your mind on a purchase, we will exchange your item or, for full price items refund your original method of payment, for sale items issue an exchange gift card to be used online, provided that:

- You return the item within 30 days (inclusive) from the tracked date of delivery
- You produce your original Trainers invoice (receipt) when you return the item
- The item is in original sale able condition
- The item was originally purchased online

ORDER DATE	ORDER NUMBER

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by Trainers. Please note, return postage costs will be at your own expense. If the item(s) you wish to return is faulty, or not as ordered, please contact [info@trainers-store.co.nz](mailto:info@trainers-store.co.nz) or phone us on 09 379 3573 (NZ) before posting your return.

REASON CODE 1. WRONG SIZE/COLOUR 2. CHANGE OF MIND 3. FAULTY (PLEASE SPECIFY) 4. INCORRECT ITEM RECEIVED 5. ITEM NOT AS DEPICTED

QTY	STYLE CODE	PRODUCT	PRICE	REASON CODE	EXCHANGE PRODUCT	EXCHANGE COLOUR	EXCHANGE SIZE	EXCHANGE PRICE

Completing an Online Returns Form:

Fill in the required fields above and send with your parcel to the online return address listed.

For more information on our returns policy please see [trainers-store.co.nz/pages/return-policy](http://trainers-store.co.nz/pages/return-policy) or email: [info@trainers-store.co.nz](mailto:info@trainers-store.co.nz)

**PLEASE SEND ITEMS BACK TO**

Trainers Skateboarding  
5b High St, Auckland  
Central, 1010, New Zealand