

If you have any issue with your product, in the first instance, please contact My Sanctuary directly at relax@mysanctuary.co.nz

Manufacturers Guarantee

It is our goal to exceed your expectations. If you are not happy with your purchase, simply return it to NZ Nature within 6 months of the order date and we'll promptly exchange or issue a refund. Please see below for details.

Returns, Exchanges and Refunds

All goods are guaranteed 100%. If you are not satisfied with any purchase, simply return the goods (unwanted goods in new condition with packaging, or faulty goods) within 6 months of your purchase, and we will exchange, replace, or refund you by your original payment method.

- Refunds will be made for product purchases only. Delivery/Shipping costs are not refunded.
- (NZ Nature 2017 Ltd started trading 28 July 2017 and we will accept returns and refunds applications for purchases made after this date.)
- If you wish to exchange, or get a refund for an unwanted product then contact My Sanctuary at relax@mysanctuary.co.nz so that we can send you a returns form to complete. Items must be returned in new condition with a completed Returns Form
- Returning an unwanted product to us will be at your expense and we will promptly send the requested exchange to you free of shipping charge.
- You will be credited what you paid for the returned item and recharged for the new product(s) at the retail price prevailing on the day your returned item(s) arrive at our returns address below.

Please note that straightforward exchanges, when products are the same price, involve no transactions. We simply make stock adjustments.

However, if we have made an error, or the goods are faulty, please contact **My Sanctuary immediately**, so that we can resolve the issue.