



**REMOTE
WAREHOUSE**

RETURNS FORM

THANK YOU FOR SHOPPING WITH US

If for any reason you're not happy with any of the items you've ordered, please contact us first to let us know before returning items:

Email - support@remotewarehouse.co.nz

Live Chat - Online on our website www.remotewarehouse.co.nz

Ph - Toll Free 0800 289 736

Ph - Auckland 09 283 0027

Mon – Fri / 9am - 5pm

Please fill out the following details so we can link your return with the correct order in our system:

Order Number:	Name: (Full name of person who placed order):	Email:	Phone:

Please fill out the following details so we know how you would like us to process your return:

Product Sku:	Product Description:	Qty:	Refund or Exchange:	Reason for returning Item (eg: faulty):

Where to return items:

Remote Warehouse Ltd
10 Horokaka Place
Papamoa Beach
Papamoa 3118

All returned items must be in their original packaging and include all packing material, instructions/manuals, components, accessories, and batteries

Remote Warehouse is not liable & will not accept the following for return/refund/exchange:

- Item/s that fail due to an accident, purchasers abuse, neglect (i.e., dropped, run over, put through the washing machine), or failure to operate in accordance with instructions/manuals supplied.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Items failed due to incorrect voltage or improper wiring.
- Items failed due to environmental factors outside of what the product was designed to reasonably withstand: excessive humidity, rain, corrosive environments or other contaminants.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced including parts missing such as batteries.
- Returned items that are damaged or go missing while in transit for return – please package items you are returning carefully & send them back by tracked courier not by post.

Signature:

By signing here, I agree to the terms and conditions outlined on this Returns Form