

# GOODS RETURN FORM



If you have received a defective or faulty product please complete the below form and return to us by fax to 0800 866 557 or email to [orders@fnzl.co.nz](mailto:orders@fnzl.co.nz) for processing. For more information on our Returns and Warranty Policy please view overleaf.

Company name/branch \_\_\_\_\_

Product code or barcode \_\_\_\_\_

Product description \_\_\_\_\_

Quantity for claim \_\_\_\_\_

Was this item                      Returned by customer      or      Store stock

Date of purchase                \_\_\_ / \_\_\_ / \_\_\_\_

Please provide a detailed description of the fault

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**Please select from the below options:**

I will send photo of fault      or      Please contact me to arrange to have item returned

**Your contact details**

Contact name                    \_\_\_\_\_

Contact details                   \_\_\_\_\_

# RETURNS & WARRANTY POLICY



For a product to be returned under our policy, that product must be in a resaleable condition unless faulty or otherwise defective.

## Restrictions and Exceptions

### Consumer Guarantees Act 1993

The Consumer Guarantees Act sets out minimum standards for goods sold by Fishing New Zealand Ltd. In the event that goods sold are deficient or are faulty, the retailer has the obligation to repair, replace or refund.

### Fair Trading Act 1986

The Fair Trading Act is designed to protect the client from being misled, either intentionally or unintentionally. This applies to all aspects of the promotion and sale of goods and services including: pricing; where the product was made; where the product is from; the meeting of New Zealand safety standards; availability of products in store and the sales techniques used. The Commerce Commission enforces the Fair Trading Act 1986.

## Procedures

These options available for our clients who would like to return a product -

### 1. Exchange

If a product is unsatisfactory, we can offer to exchange it for another one (i.e. a different size or colour etc) or another product of the same value. Proof of purchase is required in order to get an exchange, although we may waive this requirement if we believe we have sold the product. Please note, as mentioned above, products returned or exchanged must be in a resaleable condition with packaging intact and all labels etc returned with the items except where the product is deemed faulty.

### 2. Money Back Guarantee

Our Money Back Guarantee is a key aspect of our business. If a client has proof that they purchased the goods from Fishing New Zealand Ltd within the last 3 months they may obtain a refund. A refund will be made in the same tender as the original purchase. Please note that product returned must be in resaleable condition unless faulty or otherwise deficient.

The Money Back Guarantee does not apply to products:

- Covered by warranty
- Copyright infringement products
- Where the products are faulty or damaged due to manufacturing faults we will either: (i) replace the products; or (ii) repair the product under the manufacturers guarantee; (iii) give you a full refund.

### 3. Branded Imports

These products are covered by our Money Back Guarantee or relevant product warranties.

### 4. Credit Note

The issuing of credit notes provides an alternative to a refund or exchange. These credit notes can be used to purchase anything from Fishing New Zealand Ltd. Credit notes cannot be exchanged for cash and will not be generated for amounts less than \$5.00.

### 5. Repairs

If the returned product is still under warranty, the repair will be at our expense. There may be an assessment fee on some items and this will be at the discretion of Fishing New Zealand Ltd where there may be an independent qualified assessment required. If the product is out of warranty, then we can still have the product repaired, however the cost of the repair will be charged to the client unless the product is faulty or otherwise defective.

## Our Returns Policy

- All products returned must be in their original unused condition, specifications and packaging (unless faulty), along with any accompanying accessories/Guarantees/Instructions together with the invoice and/or packing slip accompanying the products. Products cannot be returned if they have been, modified, damaged, or altered or repairs have been attempted resulting in damage to the product.
- All purchases must be returned and inspected before any refund will be granted.
- Where the products are faulty or damaged due to manufacturing faults we will either: (i) replace the products; or (ii) repair the product under the manufacturers guarantee; (iii) give you a full refund.
- Manufacturing defects do not include normal wear and tear and any damaged caused by accidental or non-accidental damage.