

Thank you for shopping with us!

While we hope the item is perfect for you, we understand there may be occasions where you wish to return the item. Please find all the information you need here to complete a hassle free return.

PLEASE NOTE:

- » There are no 'change of mind' returns accepted.
- » Returns and exchanges for online purchases can not be processed in store.
- » We reserve the right to refuse a returned item that is damaged by the recipient due to lack of care.
- » We do not refund return freight costs.
- » If your item is faulty or incorrect please email orders@uowshop.co.nz and we will arrange a return courier for you.

HOW TO RETURN YOUR ITEMS:

- » You can return your item in original condition within 14 days of purchase. We won't accept any washed items.
- » Print off and also email orders@uowshop.co.nz this completed form and send back with the item to be returned
- » Please ensure that items are in original condition and are packaged securely. PCL/Gravitas Media are not liable for the loss of an item being returned.
- » Package your parcel, and courier to the address below.

<p>CUSTOMER DETAILS:</p> <p>Order No Order Date Name Phone Email Address Courier Code.....</p>	<p>REASON FOR RETURN:</p> <p>Wrong size <input type="checkbox"/> Incorrect item sent <input type="checkbox"/> Faulty <input type="checkbox"/> Please describe full details below: </p>
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ITEMS YOU ARE RETURNING:

Style No.	Description	Size	Colour	Reason for return

TO BE EXCHANGED FOR:

Style No.	Description	Size	Colour	Reason for return

Please send to: PCL/Gravitas Media, UOW returns and exchanges, Building C, 4 Pukekiwiriki Place, Highbrook Business Park, East Tamaki, Auckland 2013. Or use the address label in this document.

If you need help or have any questions, please don't hesitate to contact us at orders@uowshop.co.nz.

FREQUENTLY ASKED QUESTIONS

WHAT IF AN ITEM DOES NOT FIT?

If an item you have purchased online does not fit and you wish to exchange for a different size, please check stock availability online. Online orders can only be returned within 14 days of purchase and must be in the original condition of purchase.

CAN I RETURN MY ORDER IF I CHANGE MY MIND?

We do not accept any change of mind returns/refunds. Please choose wisely when purchasing items. There is one sample of each product in the Waikato Print shop, if you wish to view the product before purchasing online.

HOW DO I RETURN AN ITEM?

Online returns can be sent back to PCL/Gravitas Media within 14 days of purchase. Please ensure you have filled out the returns form along with the original invoice when sending your items back to us. Package your parcel securely, and courier to: PCL/Gravitas Media, UOW returns and exchanges, Building C, 4 Pukekiwiriki Place, Highbrook Business Park, East Tamaki, Auckland 2013. There is a address label attached for your convenience.

HAVE YOU RECEIVED MY RETURNED ITEMS?

We will contact you when we have processed your request. We recommend that you return your items via a registered courier, to ensure a safe and documented delivery. PCL/Gravitas Media are not liable for the loss or damage of an item being returned. Your return can take up to 5 days to process from arrival.

COURIER COSTS

Courier costs for returning items for a different size will be at your own expense. For replacement of faulty items or incorrect size sent, email orders@uowshop.co.nz and we will arrange the return courier of your item/s. If an item is being exchanged for a different product, shipping fees for the exchange will be waived.

REFUNDS (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

LATE OR MISSING REFUNDS (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at orders@uowshop.co.nz.

SALE ITEMS (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at orders@uowshop.co.nz and send your item to: PCL/Gravitas Media Limited, 4C Pukekiwiriki Place,, Highbrook Business Park, East Tamaki, AUK, Auckland 2013, New Zealand.

GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

SHIPPING

To return your product, you should mail your product to: PCL/Gravitas Media Limited, 4C Pukekiwiriki Place,, Highbrook Business Park, East Tamaki, AUK, Auckland 2013, New Zealand You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Please feel free to use the below address label to courier your items back to us.

**PCL/Gravitas Media
UOW returns and exchanges
Building C
4 Pukekiwiriki Place
Highbrook Business Park
East Tamaki
Auckland 2013.**