

Not quite right?

We always want you to be delighted with your Isle of Omni purchase, but if for some reason you are not then you can return your items for a return or exchange within 30 days of receiving them, provided the products returned are:

- Returned within 30 days
- In complete, perfect condition
- They are unused, unwashed and have all the original tags/labels
- With their original packaging

Shipping costs will not be refunded if there are other items listed on the invoice which are not being returned.

If an item is faulty, has been described incorrectly, or is different from the item pictured online - we will meet our legal obligations, which may include refunding the purchase price and delivery charges. We may also provide a replacement product, as long as the item is returned within a reasonable time.

If you request a refund, the purchase price (Excluding delivery charges) will be refunded to you using the original payment method once we have received the returned item and confirmed it meets the necessary conditions.

- ## 1 COMPLETE THE FORM

Fill out the form on the page below - including your; name, email, item code, order number, and whether you would like to exchange your item or have it refunded.
- ## 2 PACK YOUR ITEMS FOR RETURN

Don't forget to include the return slip. Place your label on your box - addressing your package to:
Isle of Omni Returns, MACVAD, 39 Rawene Road, Birkenhead, Auckland 0626
- ## 3 WE WILL PROCESS YOUR REQUEST

We will receive your package and check to ensure that everything meets our requirements listed in our returns policy (available on website). Once approved, we will process your refund and notify you via email - note, your refund may take 3-5 business days to be processed back to your account.

Returns Form

Please provide all the requested information to help us process your return quickly.

NAME: _____

EMAIL ADDRESS: _____

DATE: _____ ORDER NUMBER: _____

ITEM NAME(S) _____



REFUND



EXCHANGE

What is the reason for this refund?

What would you like to exchange your return for?

- A — Wrong Size
- B — Faulty or Defective Item
- C — Returning A Gift
- D — I Don't Like The Item
- E — The Item Isn't How It Looks Online
- F — The Colour Isn't What I Expected
- G — Item Has Been Damaged In Shipping
- H — The Wrong Item Was Delivered
- I — Item Took Too Long To Arrive
- J — Other (please provide detail to the right)

Additional notes or feedback:

