



# REFUND POLICY

Simply Organic NZ requires proof of purchase from this store.

Products must be returned **within 30 days of purchase.**

## **YES, we will refund or replace if:**

- 1) The item was faulty or damaged when it was purchased from the store
- 2) Damaged during a home delivery
- 3) Contaminated e.g., mould, insects, foreign objects
- 4) Not sold at the price advertised
- 5) Expired when purchased

## **NO, we will not refund or replace if:**

- 1) You do not have proof of purchase from this store
- 2) Not to your personal taste preference (you don't like the taste or smell)
- 3) If you have changed your mind
- 4) The item was reduced/yellow ticket
- 5) You have damaged the product e.g., not following the manufacturer's instructions, rough handling
- 6) Classed as sanitary items e.g., Moon cups, any reusable sanitary items
- 7) You purchased the item more than 30 days ago