



EXCHANGES AND RETURN FORM

- Exchange
 Return

Name :

Purchase Date¹:

Delivery Date :

Reason :

Exchanges and Returns

1. Upon delivery, carefully inspect packaging and all items received. All sales are final, with the following exceptions:
 - 1.1. We offer exchanges on items received that show manufacturing defects. In such case, MALA EARTH will be responsible for all return shipping costs as well as the shipping costs for exchanged items.
 - 1.2. We offer exchanges or returns on items that are the incorrect size. In such case, THE CUSTOMER will be responsible for all return shipping costs as well as the shipping costs for exchanged items.
 - a) To be considered valid, all claims must be made in writing and received within 5 days of delivery date.
 - b) Prior to the exchange, client must submit our **Exchanges and Returns Form** and receive confirmation of acceptance for exchange from MALA EARTH before shipping returned merchandise to us.
 - 1.3. However, MALA EARTH is not responsible for any loss or damage incurred through shipping.
2. Subsequent to the initial 5-day Claim period noted above, MALA EARTH does not accept returns or exchanges on purchased items unless agreed in writing.
 - a) In such a case, client must return the agreed upon pieces to MALA EARTH New Zealand at client's expense. Credit will be applied towards the exchange, and a 20% re-stocking fee applies.
3. We will not accept merchandise for exchange or return that has been worn, used, altered or damaged due to use.

¹ Please attach original proof of purchase receipt with this form.