Euphoria Design Returns

We are open Mon-Fri 10am - 5pm (NZST).

If you're not utterly obsessed with your recent purchase, it's so easy to send it back! We accept returns within 14 days of receipt. Please note that after 14 days of receipt of goods all sales are final. Returned goods must be unused, unaltered and unwashed with all original tags and packaging enclosed.

Please request a Returns Authorisation number (RA) before sending us your return/exchange.

Email us at customercare@euphoriadesign.co.nz.

Once an RA number has been obtained, complete and enclose the return/exchange form.

Sale and discounted items are not eligible for refund or exchange.

Euphoria Design is not liable for the loss of items being returned. We recommend using a traceable delivery method and taking note of your tracking number.

Shipping costs back to Euphoria Design are the responsibility of the customer unless the returned goods are faulty.

If you need any further clarification of these policies or help with your purchase please email customercare@euphoriadesign.co.nz

Simple steps to Return or Exchange

- Fill in the **returns form** so we know exactly what we can help with.
- Re-package your garment and include proof of purchase, along with the returns form.
- To make sure it reaches us as easily as possible, we have included an addressed sticker with your order that you can simply attach to your package.
- For International returns you must include a copy of your original invoice and your customs document, to avoid delays.
- If a description of contents is required on customs declaration for returns please specify as 'Returned Goods'
- Write your name and postal address on the back of the package.

Please send your return to: Euphoria Design Ltd Online Returns 30C Riddell Road Kerikeri 0230 New Zealand

Returns Policy

- We cannot process your return until the goods are received into our warehouse.
- We reserve the right to deny a return, if the goods returned do not meet our return policy requirements.
- We are unable to exchange or refund used, laundered or customer damaged goods.
- We are unable to accept returns on sale or discounted items.
- Please note that the shipping charges or any related expenses (custom fees, etc.) cannot be refunded.
- The cost of delivery for returns and refunds is not refundable.
- A further delivery charge will be required for re-sending exchange items.

We will assess the item once returned to ensure it meets our criteria before a refund or exchange will be processed.

Please allow 5 to 7 working days for exchanges and refunds to be processed once we receive them. We will endeavour to keep you updated on the status of your exchange or refund.

You will be refunded in your original form of payment.

Please note, card refunds may take up to 3 business days for your bank to complete, depending on their processing time. This can vary between card issuers.

Faulty or Incorrect items

A faulty or incorrectly sent item can be exchanged or returned for a refund of the purchasing price. We must be advised of faulty or incorrect goods within 7 days of purchasing the item.

Items that are damaged as a result of wear and tear are not considered to be faulty. If you have an item that is faulty and you have worn it, please send it back to us clean. Soiled returns will not be accepted.

Email us at: customercare@euphoriadesign.co.nz as soon as possible.

We will repair, replace or refund the item within 7 days of return receipt. Euphoria Design will refund the shipping amount to return the item and cover shipping costs to replace or return an item to you if an item is faulty.