

RETURNS FORM

ATTN: Returns
c/- Brandex Adventure Sports Ltd.
5 Endeavour Street
Wanaka, 9305

To help us process your return, please fill out all the details below, and we'll look after the rest.

Once back in our warehouse, you should hear from us, or receive your refund within 3 - 5 working days.

ORDER DETAILS

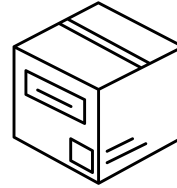
Name:

Order Number:

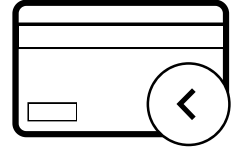
Email:



Complete this Form
Fill out all details, and include a copy of your original order



Pack & Return your Item(s) via Post
Including all original packaging & labels in saleable condition



Receive your refund
Once received, we'll process your refund, or be in touch for more information

Item Code	Description	Size	Qty	Return Code
	Please note: This form is for <u>refunds only</u> , as we are unable to offer exchanges.			

Return Codes:

S - Doesn't fit | D - Faulty/Damaged | K - Not required | W - Wrong item delivered

COMMENTS:

THE FINE PRINT | OUR RETURNS POLICY

GENERAL

Shipping costs will not be refunded, unless the product is faulty, damaged, or wrongly described.

CHANGE OF MIND

If you change your mind about the product(s) you purchased from us, we will refund the purchase price subject to the following conditions:

- Items must be returned within 30 days of purchase, together with proof of purchase.

- Item(s) must be unworn, or otherwise unused in original, undamaged packaging, with all tags/labels attached.

The purchase price (excluding delivery charges) will be refunded to you using the original payment method once we have received the returned item back, and have confirmed it meets the conditions above.

You are responsible for any costs associated with returning the item to us.

FAULTY GOODS

If an item is faulty, wrongly described, or different from the sample shown, then we will meet our legal obligations, which may include refunding the purchase price and delivery charges, or providing a replacement product, provided the item is returned within a reasonable timeframe with proof of purchase.

EXCHANGES

We are only able to offer refunds, and not exchanges at this time.



Customer Service Contact Details:

E: HQ@BRANDEX.CO.NZ | P: 03 381 2190 (MONDAY - FRIDAY, 9am - 5pm)