



KAURI & SONS.

REFUNDS/EXCHANGES

We make every effort to make sure our product descriptions are as detailed as possible including sizing and colour guides for our garments.

If you have a question about sizing then please feel free to contact us at orders@kauriandsons.co.nz prior to making your purchase.

FULL PRICE ITEMS

You may return any full price item/s within 14 days of receipt of your parcel for either an exchange or a refund. The refund will be to the value of your item/s and will *exclude* the cost of postage.

Your item must be clean, in its original packaging, in an unused condition and with all original tags attached.

Merchandise that has been worn, used, dirtied or altered in any way will not be accepted for exchange. Kauri and Sons reserves the right to reject returned items which are not in the conditions mentioned.

SALE ITEMS

We unfortunately cannot offer exchanges returns or refunds on sale purchases so please choose carefully. Email us at orders@kauriandsons.co.nz if you are unsure what size to choose prior to your purchase.

FAULTY ITEMS

If your product is faulty, the fault needs to be brought to our attention within 21 days of receipt of purchase. After this time frame we are unable to refund your purchase.

In the rare occurrence that you receive a damaged or faulty item please contact us immediately via email orders@kauriandsons.co.nz and you will be given a Return Number.

If the item is deemed faulty we will offer a replacement (if we have a replacement in stock), credit or refund once we have received the returned item.

We will cover the costs of return shipping.

Please do not send anything back to us if we have not been made aware of the issue/fault and discussed this with you.

Please inspect all goods upon arrival and ensure to get any returns back to us within the 21 day time line advised above.

ON-SELLING

Any Kauri and Sons garments sold via buy/sell pages are void of Kauri and Sons warranties. We cannot provide refunds, garment swaps or exchanges if a Kauri and Sons garment is sold via a third party selling page. We hold no responsibilities for these trades.

Name: _____

Order Number: _____

Return Number: _____

Items being returned: _____

Return reason: _____

HOW TO RETURN YOUR ITEMS

- Please ensure you have emailed us before sending back your items.
- Once you hear back from us please fill in this RETURNS FORM and send it with the item/s you are returning, so we are able to process your refund effectively.
- Pack all items with care and include your completed RETURNS FORM in a secure post bag and ensure that *all hats are sent in a box* for protection or their return may be refused.
- We ask that returns are sent by *courier only*.

RETURN ADDRESS

Kauri and Sons Ltd
47 Scott Street
Cambridge 3432
New Zealand

If you have any further queries please contact us on email orders@kauriandsons.co.nz