

NOT QUITE WHAT YOU WERE AFTER? DON'T WORRY, RETURNS ARE EASY!

VIA POST | REFUND ONLY (NO EXCHANGES)

1.

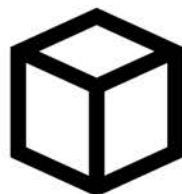


Complete the returns form (back of page)

Include the following details:

- Your name and email address
- Item code, description and order number
- Size (if applicable)
- Quantity
- Reason for return

2.



Pack your item(s) for return, including:

- This form
- Original labels and tags
- Address your package to:
SKINS Returns
Brandex Adventure Sports
204 Cumnor Terrace
Woolston, Christchurch 8023
- Purchase postage and drop your package back to your nearest post office

3.



Processing

- Once received, we'll process the refund and notify you via email
- The refund will appear in your bank account within 3-5 business days (depending on your bank)
- If the item returned does not meet our Returns Policy, we will contact you and your order will be sent back to you

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:

1. Item(s) must be returned within 30 days of purchase, together with proof of purchase

2. Item(s) must be unworn, or otherwise unused, in their original packaging with all original 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 confirmed that it meets the conditions above. You are responsible for any costs associated with returning the item to us, including any

conversion fees and/or local or international taxes

Faulty

- If an item is faulty, wrongly described, or different from the image 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

SKINS™

RETURN FORM

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

NAME: _____

EMAIL: _____

ORDER NUMBER: _____

ITEM CODE	ITEM DESCRIPTION	SIZE (IF APPLICABLE)	QUANTITY	REFUND REASON CODE

REFUND REASON CODES:

S - Doesn't fit D - Faulty or damaged K - Item not as expected W - Wrong item delivered

CUSTOMER SERVICE CONTACT DETAILS:



NEED HELP?
HQ@BRANDEX.CO.NZ



CUSTOMER SERVICE
03 381 2190



SKINS RETURNS
BRANDEX ADVENTURE SPORTS
204 CUMNOR TERRACE
WOOLSTON, CHRISTCHURCH 8023

SKINS™