RETURNS & SAMPLES GUIDE
Thank you for selecting uniformNZ Ltd for your uniforms.

General Returns Policy and Guidelines for Purchases:
• We can exchange the size and colour of a product within 14 days, any returns/exchanges after this timeframe will be subject to fees.
• Products must be returned in tidy condition with all packaging and labelling intact.
• Products not fit for resale will be invoiced or have a fee applied.
• If you change your mind about an order with multiple sizes and colours of the same style product you will be charged a re-stocking fee.
• Products that have been altered or that have had logos affixed cannot be accepted for return unless there is a genuine fault.
• Unfortunately shipping charges on returns are not refundable.

Sample Packages:
Sample products will be invoiced/charged (shipping included) after 10 days.
• There is a sample fee of $6.00+gst per package up to $150 and $11.00+gst per package over $150.
• Sample products must be returned in tidy condition with all packaging and labelling intact, otherwise fees may apply.
• The sample fee will be credited back when you place an order over $250+GST. If you don’t place an order with us the sample fee will not be refunded.
• Sample packages are on 10 day approval from when you receive them. Please ask us if you need to keep them for a longer period.
• If you don’t have a credit account with us a Credit Card will be required for your sample package and the sample fee charged before sending.
• Multiple packages will incur the sample fee each time and any packages after the first one may incur shipping costs.
• Fit-out sets will be charged in full before sending and refunded when they are returned on time and in accepted condition.

All returns must be sent back to our courier address below at the customers expense. If you have any questions please contact us using the details below.

Fees Breakdown: (prices exclude GST)
Sample Fee - package up to $150: $6.00 (credited only when order placed)
Sample Fee - package over $150: $11.00 (credited only when order placed)
Product Missing or Damaged Packaging: $0.50
Product Missing Labelling: $3.00
Product not Suitable for resale: $5.00 (or charged in full)
Product/Sample not back on time: $5.00 (or charged in full)
Product Re-stocking Fee: $3.00
Headwear: Samples to be purchased (no returns)

Approx. date for your Samples to be returned:

uniformNZ
WEAR YOUR BRAND
www.uniformnz.co.nz

uniformNZ
Phone: (03) 2189152
Email: sales@uniformnz.com

POST TO:
142 Oteponi Avenue
Invercargill, 9812

COURIER TO:
P.O. Box 27
Invercargill 9840