

EZIBUY INTERNATIONAL RETURNS FORM

We hope you enjoy your EziBuy purchase. If for any reason you need to contact us our details are to the right, along with a few helpful instructions over the page.

THE EZIBUY TEAM



EZIBUY LIMITED
170-178 JOHN F KENNEDY DRIVE,
PALMERSTON NORTH 4414
PHONE 0508 500 500 **FAX** 06 952 1011
WEBSITE EZIBUY.COM
EMAIL SUPPORT@EZIBUY.CO.NZ

CUSTOMER DETAILS

EziBuy Customer Number: _____

First Name: _____ Surname: _____

Address: _____

Suburb: _____

Town/City: _____ Postcode: _____

RETURNS DETAILS Please fill in details below and include this portion with your returns parcel. See over for more details.

STYLE NO.	DESCRIPTION	SIZE	COLOUR	QTY	RETURNS CODE	REFUND <small>(please tick)</small>	COMMENTS <small>(applies to return codes 35, 36, 41 and 42)</small>

RETURNS CODE Please select the main reason for your return.

- | | | | |
|---|---|--|--|
| STYLE NOT RIGHT: | SIZE NOT RIGHT: | QUALITY: | OTHER: |
| 10 - Bought multiple colours with intent to return | 20 - Bought multiple sizes with intent to return | 30 - Poor workmanship | 40 - Received too late |
| 11 - Colour | 21 - Too long | 31 - Poor quality fabric | 41 - Wrong item sent (please explain) |
| 12 - Fabric texture | 22 - Too short | 32 - Item shrinkage | 42 - Other (please explain) |
| 13 - Fabric too heavy | 23 - Too wide | 33 - Item stretched | 43 - No reason given |
| 15 - Fabric too light | 24 - Too narrow | 34 - Colour faded/ran | 44 - Not value for money |
| 16 - Unflattering | | 35 - Faulty on arrival (please explain) | |
| 17 - Styling/trims | | 36 - Faulty after use (please explain) | |
| 18 - Uncomfortable/itchy | | | |
| 19 - Neckline/collar | | | |

****Please turn over if you would like to order items in exchange for those returned****

EASY RETURNS

Return or exchange your item(s) within 30 days for a full refund of the purchase price.

1. TICK

Complete the returns form above.

2. STICK

Apply the pre-printed ParcelPost Returns address label to your parcel.

3. SEND

Reseal your parcel, apply postage, and pop into the post.



WE MAKE RETURNS EASY

- We know that sometimes the items you thought you'd love just don't fit or suit as expected. If you're not completely satisfied with any item you've ordered – for any reason at all – just return it to us in its original condition within 30 days of receipt and we will happily refund the purchase price using your original payment method. **Please note:** it may take 5-7 working days from the time you post your parcel for a refund to be processed by the bank.
- It's easy to follow the three-step returns process:

- Complete the returns form overleaf including the relevant code that best describes the reason for returning the item(s).
- Affix the supplied pre-printed ParcelPost Returns address label to your parcel.
- Reseal your parcel, apply postage, and pop it into the post.



IF YOU WISH TO REORDER

- Just call toll free on **0508 500 500** so that we can secure your reorder and get busy putting it together *OR* complete the reorder form below which we will process once your return is received. Your return will be credited in the original payment method, while your reorder will be a new transaction.
- If you have already phoned the contact centre to reorder, simply skip filling the form below.
- We're pleased to offer free delivery for your reorder if you're exchanging a style for an alternative size or colour. All other reorders however, will be charged delivery as standard – see ezibuy.com/delivery for details, or feel free to call us.

YOUR PRIVACY IS IMPORTANT

At EziBuy, we respect your privacy at all times. To view our policy in full please contact us or visit our website ezibuy.com/privacy.

LOG ONTO **EZIBUY.COM** FOR ORDER DETAILS

REORDER DETAILS

Please fill in your reorder details below **OR** call toll free on 0508 500 500 to place your order by phone.

STYLE NO.	DESCRIPTION	SIZE	COLOUR (1 ST choice)	COLOUR (2 ND choice)	QTY	PRICE (each)	PRICE (total)

REORDER PAYMENT METHOD

Credit card Cheque enclosed

Cardholder's name:

Card No:

Card type: Expiry date: /

PRODUCT TOTAL: _____

plus DELIVERY: _____
(if applicable - see ezibuy.com for details)

REORDER TOTAL: _____