

We hope you enjoy your EziBuy purchase. If for any reason you need to contact us, all our contact details are over the page – along with a few helpful instructions. **Remember to use our EziReturns service – you can return or exchange your items for only \$4.00 from anywhere in New Zealand.** Want to know more? See over for details.
THE EZIBUY TEAM



EZIRETURNS

Return or exchange your item(s) within 30 days for a postage fee of \$4.00. See over for details.

1. TICK

Complete the returns form below.

2. STICK

Apply the EziReturns pre-printed address label to your parcel.

3. SEND

Reseal and pop into the post. There's no need to pay for additional postage.

CUSTOMER DETAILS

YOUR ORDER DETAILS

STYLE NO.	DESCRIPTION	SIZE	COLOUR	QTY	AVAILABILITY	PRICE (each)	PRICE (total)



PORTION YOU KEEP
 PORTION YOU RETURN

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 (please tick)	COMMENTS (applies to return codes 25, 35, 36, 41 and 42)

RETURNS CODE

Please select the main reason for your return. Please turn over if you would like to order items in exchange for those returned.

- | | | | |
|--|--|---|---|
| STYLE NOT RIGHT:
11 - Colour
12 - Fabric texture
16 - Unflattering
17 - Styling/trims | SIZE NOT RIGHT:
21 - Too long
22 - Too short
23 - Too wide
24 - Too narrow
25 - Sleeves (please explain) | QUALITY:
30 - Poor workmanship
31 - Poor quality fabric
35 - Faulty on arrival (please explain)
36 - Faulty after use (please explain) | OTHER:
20 - Bought multiple colours/sizes with intent to return
40 - Received too late
41 - Wrong item sent (please explain)
42 - Other (please explain) |
|--|--|---|---|

Please add any additional comments here: _____



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. Outlet styles, Amber Rose and Fairfax & Roberts earrings and personalised products cannot be refunded unless faulty. **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 EziReturns process:

- Complete the returns form overleaf including the relevant code that best describes the reason for returning the item(s).
- Affix the supplied EziReturns postage sticker (pre-printed with return address) to your parcel.
- Reseal your parcel and pop it into the post. There is no need for additional postage.

- With EziReturns, we will deduct a flat fee of \$4.00 from your refund or charge your next order. Unfortunately, the EziReturns service does not extend to oversized items, NEXT products, Amber Rose and Fairfax & Roberts earrings, Outlet styles and personalised gifts.



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.
- Reorders using Afterpay can only be processed for items that are of the same style and dollar value as items originally purchased using Afterpay.
- If you have ordered through our Guest Checkout, reorders are not available.

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



PORTION YOU KEEP
PORTION YOU RETURN

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 Afterpay (refer above)

Cardholder's name: _____

Card No: _____

Card type: _____

Expiry date: _____ / _____

PRODUCT TOTAL: _____

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

REORDER TOTAL:
(including GST) _____