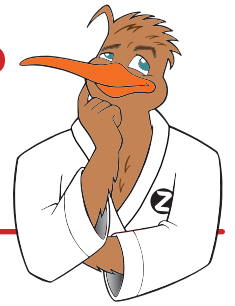


NOT QUITE WHAT YOU WANTED? DON'T WORRY, RETURNS ARE EASY!



→ IN-STORE | REFUND OR EXCHANGE

In-store purchases can only be exchanged in-store. They can be refunded in-store or by courier/post.

1.



Take your item(s) you'd like to return to the Zenjo store in Onehunga, Auckland.

2.



You'll need to provide:

- Proof of purchase
- Your receipt or tax invoice (emailed to you)

3.



Processing

If the *returns & exchange policy* has been met, we'll offer you a refund or exchange on the spot.

→ VIA POST/COURIER | REFUND ONLY

1.



Fill out other side of this card

- Your name, email address and order number
- Item
- Size
- Quantity
- Reason for return
- Refund option

2.



Pack your item(s) for return including:

- This card
- Item(s) with original labels, packaging and tags

Address your package to:

Zenjo Online Returns
47 Princes Street,
Onehunga,
Auckland, 1061

3.



Processing

- Once received and the *returns and exchange policy* has been met, we process the refund via your chosen refund option.
- The refund should appear within 3 - 7 business days from the date of processing (depending on your payment method or bank).

→ If you're in a hurry and want to order a different size or brand, there's no need to wait, simply place a new order on the website - www.zenjo.co.nz.

THE FINE PRINT | OUR RETURNS & EXCHANGE POLICY

General

- In-store purchases must be returned/exchanged in-store.
- Online orders will be refunded only.
- Shipping costs will not be refunded unless we have made a mistake.

Change of Mind or Wrong Size

If you change your mind about the products you have purchased from us or the size is incorrect, we will refund the purchase price. If you purchased online we will refund your purchase, if you purchased in-store we can refund or exchange your purchase in-store subject to the following conditions:

1. Item(s) must be returned within 20 days of purchase, together with proof of purchase (invoice/receipt).

2. Item(s) must be unworn, unwashed, with all original tags/labels attached and any packaging undamaged.

3. Giftcards, sale, clearance and seconds items are NOT eligible for a refund or exchange.

If you request a refund, the purchase price (excluding delivery charges for online) will be refunded to you using the original payment method once we have received the returned item back and confirmed that it meets conditions 1-3. A \$15 re-stocking fee

applies if the conditions are not met. You are responsible for any costs associated with returning the item to us including any currency conversion and/or local or international taxes.

Faulty

If an item is faulty, wrongly described, or different from the sample shown then we will meet our legal obligation which may include refunding the purchase price and delivery charges, or providing a replacement product provided the item is returned within a reasonable time with proof of purchase.

RETURN FORM

Fill out the details below and we'll look after the rest.



Name: _____

Email: _____

Return Date: _____

Order No:

Item description	Size	Quantity	Refund Code

REFUND CODE: **S** - Wrong size **F** - Faulty **C** - Change of Mind **X** - Item not as expected **W** - Wrong item sent

- I understand a \$15 re-stocking fee will apply if the following conditions are not met:
The enclosed item(s) are unworn, unwashed, dust/hair free and are neatly folded with all original tags/labels attached and any/all packaging is undamaged.
- I understand 'sale', 'clearance' & 'seconds' items are NOT eligible for refund/exchange.

REFUND OPTIONS

Choose how you want to be refunded.

- I want to be refunded via my **payment method**
(i.e. credit card, afterpay, etc)
- I have an account and would like to receive a **store credit**
- ONLY APPLICABLE IF YOU PAID BY DIRECT CREDIT**
My bank details are:

Name: _____

Account No.: _____

OFFICE USE ONLY:

Order refunded via:

- Credit Card
- AfterPay
- LayBuy
- Zip
- PayPal
- Bank Direct Credit
- Store Credit
- Cash
- Other: _____

Refund Date: _____