

## How to return items:

- **Please ensure that you have contacted us before returning any items and have enclosed the following form**
- If for any reason you are not completely satisfied with your purchase, you can return it to us in its original, unused condition within 14 days of receipt. We will refund the purchase price in the form of a credit or in the original method of payment (at our discretion)
- If you would like to exchange any items for a different colour, size or style (where applicable), please return the goods to the address below. Once we receive the goods, we will need to invoice you for the courier fee to resend the exchanged items
- If you have received goods that are faulty, damaged or incorrect, we will arrange pick up of these items and arrange a replacement at our expense
- In some cases, we may decide to remedy a problem in accordance with the Consumer Guarantees Act before issuing a refund or replacement
- Account holders can log in to their account at any time to check the status of their order

## Customer details:

Name: .....  
 Address: .....  
 .....  
 .....

Order number: .....  
 Order date: .....  
 Phone number: .....  
 Email address: .....

Comments: .....  
 .....  
 .....  
 .....

**Returns code:**  
 E = Exchange  
 R = Refund  
 F = Faulty/damaged  
 I = Wrong item sent

## Returns form:

Product code	Product description (including colour, size, style)	Returns code	Reason for return	Price
TOTAL				

Product code	Product description (Incl. colour, size, style)	Price
SHIPPING*		
TOTAL		

## Returns address:

**C1 South Ltd, 1/7 Newton Place  
 Frankton, Hamilton 3204**

0800 212 333   [enquire@c1south.co.nz](mailto:enquire@c1south.co.nz)

\*Courier fees vary according to item(s) ordered.  
 Contact us for payment options. There is no extra courier fee for any faulty, damaged or incorrect goods and these will be collected at our expense.