

DATE:

## RETURN OF GOODS FORM

Return to:  
Eco Shopping NZ  
13 Belinda Ave  
Flat Bush  
Auckland 2023

From:  
Name:  
Email:  
Address:  
  
Phone:  
Date of Purchase:

I am returning:

Order No.	QTY	Description of Product	Price	Desired Action (Please Circle)	Reason Code
				Replace Refund Exchange Store credit	
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				Replace Refund Exchange Store credit	
				Replace Refund Exchange Store credit	

Explanation of reason for returning (where/what fault is/other):

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Reason Codes:

**WO** (Wrong item ordered) **CM** (Changed mind) **AD** (Arrived damaged) **WS** (Wrong product shipped)  
**DM** (Defective merchandise) **DS** (Duplicate shipment) **OT** (Other)

If you have paid/paying by credit card please fill in the following:

Credit card# \_\_\_\_\_  
Name on card \_\_\_\_\_

Signature \_\_\_\_\_  
Expiry date \_\_\_\_ / \_\_\_\_

### RETURNING YOUR PURCHASE

You may return any item for a refund or exchange, within 30 days of receiving the shipment for any reason. The return shipping cost will be borne by the customer. The item(s) must be unused and in resealable condition, as determined by Eco Shopping. Refunds are issued either by store credit or credit card within 10 - 20 business days of receiving your return.

### Manufacturing Fault | Terms and Conditions

Ecoegg Ltd (UK) offers a 10 year guarantee on all Ecoegg products for a full 10 years from the date of purchase.

- This guarantee covers all non-consumable parts.
- It does not cover consumables.
- Improper use of the product (in sole view of Ecoegg) is not covered under this guarantee.
- Accidental damage is not covered under this guarantee.

Please provide original receipt or a credit/debit card statement as proof of purchase and completed returns form. Please allow 7 days for your replacement to arrive upon receiving your return.

To return an item(s) please follow these steps:

1. Fill out this sheet and return this form with the product. We recommend you make a copy for your records.
  2. If you want to exchange an item, you will incur a \$5.00 re-shipping charge\*. This can be payable by including a cheque with your return package or by credit card, by filling out the necessary information above. Our return address is: 13 Belinda Ave, Flat Bush, Auckland 2023.
- \*Eco Shopping will pay the shipping for order inaccuracies and defective merchandise, provided that the damage was not caused by the customer.

OFFICE USE	Name:	Assessment:	Details:	Date: