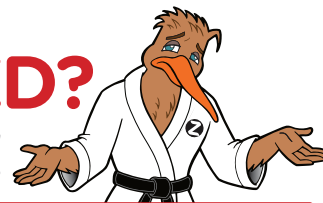


# NOT QUITE WHAT YOU WANTED?

## DON'T WORRY, RETURNS ARE EASY!



### → ONLINE PURCHASES RETURNED IN-STORE: REFUND VIA ONLINE

Unwanted items purchased online may be delivered in person to the Zenjo Retail Store located in Onehunga, Auckland. However, please note that your refund will not be processed on the spot as your item/s will be forwarded to the online division for processing.



#### Returns:

Return your unwanted item/s in person during opening hours to our Zenjo Retail Store, located at: 47 Princes Street, Onehunga, Auckland 1061



#### Proof of purchase:

You will need to provide either:

- The *RECEIPT/TAX INVOICE* that was emailed to you when you placed your order, or
- The *PACKING SLIP* that accompanied your order.



#### Processing:

Your items will be taken for processing at our Online division. Please note that refunds are *NOT* provided on the spot. If the return conditions have been met, our online team will action your refund and it will be credited against your original method of payment.

### → ONLINE PURCHASES RETURNED VIA POST/COURIER: REFUND ONLY



#### Fill out other side of this card:

- Your name, email address and order number
- Item description
- Size
- Quantity
- Reason for return
- Tick (✓) the two *RETURN TERMS*
- Refund option



#### Address your package to:

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



#### Processing:

Once your return is received and it is confirmed the return conditions have been met, we will provide a refund which will be credited to your original payment method. If you have chosen a store credit this will be processed to your account & you will be notified accordingly. Refunds may take 3 - 5 business days from the date of processing.

→ 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](http://www.zenjo.co.nz).

## THE FINE PRINT | OUR RETURNS POLICY

**ONLINE PURCHASES:** If you wish to return an item purchased online, we will refund the purchase price (excluding shipping charges), provided the return criteria has been met. Alternatively, you can choose the option of a Store Credit.

1. Items must be returned within 20 days of purchase, along with proof of purchase and a completed return form.
2. Goods must be **UNWORN, UNDAMAGED**, in **ORIGINAL CONDITION**, including all labels and packaging.
3. Gift cards, sale, clearance, and seconds are not eligible for a refund.

Once the goods are received, they will be inspected to ensure that the product is eligible for a return.

**PLEASE NOTE:** If the return criteria is not met, Zenjo reserves the right to charge a re-stocking fee of \$15.00, or decline a return all together. Consumers are responsible for any costs associated with returning unwanted items, unless Zenjo has made an error and shipped the incorrect item, or the product is faulty.

**FAULTY ITEMS:** If you feel an item is faulty, wrongly described, or different from the sample shown on the website, we will meet our legal obligations under NZ consumer law. This may include a replacement, or a refund of the purchase price. All goods must be accompanied by proof of purchase and returned within a reasonable timeframe. Zenjo will inspect/assess the product prior to confirming any fault, and consumers will be notified of the outcome.

**IN-STORE PURCHASES:** Please note that the refund option only applies to purchases made online, provided the return criteria is met. Items purchased from our retail store may be eligible to be returned to the store for an exchange, store credit or gift card only. Please do not courier items that were not purchased online, in store purchases must be returned to the shop in person.

Online Purchases cannot be exchanged, they are only eligible for a refund in accordance with the Zenjo return conditions. Shipping Costs will not be refunded unless we have made an error and/or sent the incorrect item, or the item is faulty.

For more information regarding our returns policy, visit [www.zenjo.co.nz/returns-policy/](http://www.zenjo.co.nz/returns-policy/)

# 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

## PLEASE TICK THE FOLLOWING:

- ☐ I have read the Terms and Conditions and I understand that my return may be declined or a \$15 re-stocking fee may apply if the return conditions are not met
- ☐ I understand 'sale', 'clearance' & 'seconds' items are NOT eligible to be returned.

## 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
- ☐ Zip
- ☐ PayPal
- ☐ Direct Credit
- ☐ Store Credit
- ☐ Other: \_\_\_\_\_

**Refund Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_



**EMAIL US:** [help@zenjo.co.nz](mailto:help@zenjo.co.nz)



**VISIT US:**  
47 Princes Street, Onehunga, Auckland 1061