

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

IN-STORE | REFUND OR EXCHANGE

1.



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

2.



You'll need to provide:

- Proof of purchase (in your order)
- Your tax invoice (emailed to you)

3.



Processing

Once the returns and exchange policy has been met, we'll offer you a refund or an exchange on the spot.

VIA POST/COURIER | REFUND ONLY

1.



- Your name and email address
- Item code, description and transaction ID
- Size
- Quantity
- Reason for return

2.



Pack your item(s) for return including:

- This form
- Original labels, Packaging and tags
- Address your package to:
Zenjo Online Returns
142 Trafalgar Street, Onehunga,
Auckland, 1061

**Items cannot be exchanged via post.
Items can only be exchanged in-store.**

3.



Processing

- Once received, we'll process the refund and notify you via email.
- The refund will appear in your bank account within 3 - 5 business days from the date of processing (depending on your bank).
- If the item returned does not meet our Returns and Exchange Policy, we will contact you and your order will be sent back to you.

Please complete the returns form (back of page)

THE FINE PRINT: OUR RETURNS AND EXCHANGE POLICY

General

- Items purchased in-store must be returned/exchanged in-store and not via post/courier.
- Online orders will be refunded.
- Shipping costs will not be refunded.

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

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.

If you wish to order another size or brand simply put in another order on the website.



RETURN FORM

To help us quickly process your return, please clearly fill out all the details below and we'll look after the rest!



Name _____

Email: _____

Order No: _____

ITEM	SIZE	QUANTITY	REFUND REASON CODE

REFUND REASON CODE:

S - Doesn't fit **D** - Faulty or damaged **C** - Change of mind **K** - Item not as expected **W** - Wrong item delivered

CUSTOMER SERVICE CONTACT DETAILS:



NEED HELP?
HELP@ZENJO.CO.NZ



CUSTOMER SERVICE
022 0199 505



ZENJO ON ONLINE RETURNS
142 TRAFALGAR STREET,
ONEHUNGA, AUCKLAND 1061