



Returns Form

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Need to return something?

See our website for all information regarding our returns policy: www.basethermals.co.nz/info/returns.htm

Please follow the below steps within 30 days from the date you receive your order. New Zealand customers can choose between an exchange or refund. Overseas customers can only return items for a refund. Excluding faulty items, all returns must be in their original unworn & unwashed condition.

1. To return an item/s enter the name, quantity and style code in the form below.
2. Under 'Reason Code' select one of the return reason codes from the selection.
3. New Zealand customers, if you wish to exchange an item please list below the item/s you wish to receive in return.
4. Return your parcel by following the steps instructed on our website - www.basethermals.co.nz/info/returns.htm
5. It is very important to enclose this form with your items in your parcel to enable us to process your return as quickly as possible.
6. Returns and exchanges can take up to 14 days to process.

Name: _____ **Order Number:** _____

REASON FOR REFUND/EXCHANGE CODES

1 - Ordered more than required | **2** - Doesn't fit | **3** - Doesn't suit | **4** - Faulty product

5 - Incorrect item was sent | **6** - Other (Please explain in comments section below)

ITEM/S RETURNING:

	QTY	SIZE	COLOUR	REASON CODE
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

EXCHANGES REQUIRED: (NZ only)

	QTY	SIZE	COLOUR
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

COMMENTS:
