

# Terms and Conditions

## Stock availability

We try to have stock on hand to meet your requirements. However there are times when we can't meet demand, and if the item is out of stock this will be shown on your invoice as a back order and will be supplied as soon as it is available. Please note that full payment is taken at the time of confirming your order including any backorder items.

## Guarantee

If any item is not of acceptable quality or is damaged in transit, we guarantee to replace the item or refund your money, providing the item is returned within 28 days of dispatch, in its original packaging with all labels attached. Please complete the returns form in full.

## Care of fabric

All our garments have a label with washing instructions. Please follow these to keep your garments looking their best.

## Exchanges/Refunds

Please measure carefully before ordering clothing as sizes can vary between manufacturers. The sizes of garments are published on the web with each item. If you wish to exchange an item please return the item with **the completed exchange form, in the original packaging with all labels attached within 28 days of the date of the invoice.** If the item to be exchanged is of a higher value, the customer will be liable for the difference. We reserve the right not to exchange items that are in a used condition or outside the exchange period. An administration fee of \$5.00 will be charged for all exchanges.

Postage must be paid by the returnee. We recommend that you obtain proof of postage and retain this to enable you to track your return.

A full list of the Terms and Conditions of purchase may be found in our current catalogue or by visiting our website, [www.shop.girlguidingnz.org.nz/terms](http://www.shop.girlguidingnz.org.nz/terms)

# RETURNS / EXCHANGES



If you wish to return an item for Exchange/Refund please complete and return with the item to:

GirlGuiding NZ, Guide E-Shop, PO Box 13-143, Christchurch 8141.

For office use only	
Invoice no	
Credit Note no	

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

E-mail \_\_\_\_\_

Invoice Number \_\_\_\_\_ Date of Invoice \_\_\_\_\_

(This must be included.)

Goods returned:				To be exchanged for:			
Code	Description	Qty	Amount \$	Code	Description	Qty	Amount \$
Total			\$	Difference in value to pay (+/-)			\$
				Admin Fee			\$ 5.00
				Total			\$

Brief reason for return of item(s). \_\_\_\_\_  
 \_\_\_\_\_

Payment details must be provided - please tick appropriate box				Once the order has been processed, credit card details are not stored at GirlGuiding NZ			
Method of payment	Please charge my	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Purchasing Card	<input type="checkbox"/> Direct Banking <input type="checkbox"/> Cash <input type="checkbox"/> Cheque (attached)				
Credit card number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expiry date	/				
Name on card		Signature					
Direct Banking - Please include your invoice number as reference. Westpac Canterbury Centre GirlGuiding NZ, 03 - 1592 - 0800013 - 00							