

# Outdoor Sports New Zealand LTD Returns Policy

## Returns for Credit

Approval for credit returns must be requested on the Outdoor Sports NZ LTD Return Authority (RA).

Approval for credit is exclusively at the discretion of Outdoor Sports NZ LTD and subject to conditions;

- Returned to Outdoor Sports NZ within 7 days of RA approval.
- Returned to Outdoor Sports NZ within 30 days of date of invoice.
- Goods returned are clearly labelled with RA number on shipment packaging.
- In condition fit for resale - In original packaging, unsoiled and undamaged.
- Outdoor Sports NZ takes no responsibility for damage to goods during transit.
- Returned free to Outdoor Sports NZ with all costs, including original shipping costs to customer being payable by customer.
- Outdoor Sports NZ will replace or exchange any goods which are accepted for return under our RA policy.

No credit will be issued for goods that:

- Have been specifically imported or manufactured for the customer.
- Are returned to Outdoor Sports NZ LTD without an approved RA Number.
- Are returned in a condition unfit for resale.

Outdoor Sports NZ does not typically accept return of goods over 30 days from invoice. At the exclusive discretion of Outdoor Sports NZ Ltd, any goods accepted for return outside 30 days from invoice will be subject to a maximum of 20% restocking and administration fee.

## Returns for Warranty / Repair

Approval for Warranty returns must be requested on the Outdoor Sports NZ LTD Return Authority (RA) form, and subject to conditions;

- Returned Outdoor Sports NZ LTD within 7 days of RA Approval.
- Goods returned are clearly labelled with RA Number on shipment packaging.
- All parts / accessories to the unit are returned (i.e. power adapters, cables)
- Unless otherwise agreed to, returned free to Outdoor Sports NZ LTD.

The typical turnaround period for RA Testing and Repair is 3 to 5 working days; however this may be longer due to the need for sustained testing or supply of replacement parts / units. If it is foreseen that it will take a period longer than 5 working days, we will advise you of this.

When applying for RA Number, we require a clear and concise fault description. The more information we receive about the fault, the easier it is for us to replicate and resolve.

- We will NOT accept descriptions such as "Faulty", "No Go", or "Doesn't work."