



### ONLINE RETURNS/EXCHANGE FORM

Making returns is easy! Just remember to include this form so we know how we can help you.

You can return your items for an Exchange, Credit or Refund. However, the items must:

- Be returned within 30 days of original purchase date
- Be in new, unused, or unworn condition with original packaging, sticker & barcode

The following items are not eligible for return:

- Gift Cards, Special Orders, Face Masks and FINAL CLEARANCE products – as marked on your receipt and identified at point of purchase.

### Here's how to do it:

1. Fill the form below
2. Bring the item/s along with your proof of purchase and this form to the Read Bros Hardware Store at 308 Pollen Street Thames
3. OR send this form, proof of purchase and your item/s to: Read Bros Hardware, Online Returns, 308 Pollen Street, Thames 3500

**Please complete all sections of this form so returns can be processed as quickly as possible.**

Full Name:
Email address:
Contact phone number:
Order #
<b>Please let us know what you're returning and why:</b>
Product Description(s)
Reason (circle one or more)   Too big   Too small   Not as pictured online   Faulty
Other reason (please specify)
I want to... (select one)
Exchange - Swap for another item/s or size (Please specify)
Credit – Online Credit or Gift Card
Refund - Receive a refund back to original purchase method (Credit Card only)

For our full returns policy, please visit [www.readbros.co.nz/returns-and-exchanges](http://www.readbros.co.nz/returns-and-exchanges)

For assistance with returns call 07 868 6608 or email [online@readbros.co.nz](mailto:online@readbros.co.nz)