

# RURALCO RETURN FORM

Returns will be accepted up to 30 days from date on receipt.

PLEASE ENSURE ALL RETURNED PRODUCTS ARE IN THEIR ORIGINAL PACKAGING AND IN A NEW UNMARKED CONDITION WITH ANY INSTRUCTIONS OR WARRANTY CARDS OR ACCESSORIES. *(Please note: Returning the package will be at the cost of the customer.)*

1. Please complete this product return form.
2. Package your return with the completed product return form along with original delivery note.
3. Send package via insured carrier to; **Ruralco (Online Shop Returns), 97 Burnett Street, Ashburton 7700.**

If you have any questions or need help completing this form, please contact us:  
Email us at [orders@ruralco.co.nz](mailto:orders@ruralco.co.nz) or phone our Customer Service Centre on 0800 787 256

**STEP ONE:** Please provide us with your details:

Today's Date:

Order Number:

Contact Name:

Postal Address:

Email Address:

Phone Number:

Ruralco Account Number:

**STEP TWO:** Please indicate reason for your return: *(tick one)*

Warranty  
*(faulty or damaged product)*

Dispatch Error  
*(sent the incorrect product)*

Product Exchange\*  
*(require different size/brand/style)*

Other\*  
*(Please specify reason below)*

*\*For product exchanges or change of mind refunds we will refund the amount paid by you for the relevant good **less the costs of delivery** (if any) incurred by us to deliver the goods to you.*

**STEP THREE:** List the item/s you are returning:

| Quantity | Description | Price Each | Total \$ |
|----------|-------------|------------|----------|
|----------|-------------|------------|----------|

**REFUND DETAILS/PAYMENT** *(tick one)*

Due to internal and banking systems please allow for up to 7 working days for refunds to appear in your nominated account once processed.

**EXCHANGE THE PRODUCT** - Please list the product you would like to exchange for including any sizing or other details:

**REFUND TO CREDIT CARD** - The refund will be returned to the same credit card used in the purchase.

**REFUND TO RURALCO ACCOUNT** - The refund will be returned to the same Ruralco Account used in the purchase.

**REFUND TO BANK ACCOUNT** - Refunds to a bank account only apply when the original payment has been made by direct credit or the payment credit card has been cancelled.

Bank Account                    -                    -                    -

I have read the Ruralco returns policy online at <https://www.ruralco.co.nz/Your-Ruralco-Card/Legal-Disclaimer/Ruralco-Online-Terms-of-Trade> and understand that delivery costs may be subtracted from my refund.