

# 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 03 307 5100

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

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.