

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 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 \$
----------	-------------	------------	----------

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.