

Distripet NZ Ltd. 2020

EXCHANGE POLICIES – includes One-time Exchange Policy – Extended Terms and Conditions.

This policy may change as per the individual manufacturer's exchange policies.

1. **STANDARD EXCHANGE**

Prior sending item(s) retour for exchange, please consider the following information. Allowing us to provide you with the best service possible, the quickest turn-around and reduced risk for getting things lost in transit or shipping.

More than once we receive an item with no return instructions, or the same-size return NZ Postal bag is missing.

Exchange: Love the product but need a different size, colour or toy? No Problem either! We are happy to exchange it, if the product you want is in stock, same price and fits the exchange policy. Please contact us as we are more than happy to assist in any way possible.

Items that are Not Eligible for Exchange or refund:

- Any Custom-Made product(s), which are considered all sales final.
- On-sale publications, End-of-Line sales, donations passed forward and commercial gifts.
- Products purchased elsewhere can only be exchanged for the exact same item if it is covered by the Free Exchange Program and the exact same product is available.
- Returns received in damaged/used state that are not covered under the One-time Free Exchange Program, governed by the manufacturer's exchange policy.
- Returns received in new and unused after 30 days from receipt of the order, excluding those covered by the One-time Free Exchange Program.
- Shipping charges (returns or replacement), except in cases where there has been a shipping error.
- Products purchased overseas
- Products purchased at an unqualified retailer in New Zealand.

To Return or Exchange:

- Gather the item(s) to be returned, along with the Original Receipt or Packing Slip if available. If no dockets are present, then email us for further instructions to obtain a Return Goods Authorization (RGA) Form, prior sending the item for exchange.
- Print and fill out the Return Authorization Goods Form in its entirety.
- Pack it up. Provide a suitable return NZ Postal bag we use to send the exchange to you, Place item(s), including the Original Receipt or Packing Slip and RGA Form in a secure shipping package.
- Send the package back to us as per the instructions provided. We strongly suggest obtaining a tracking number for parcels that contain any item(s) valued above \$50.00 NZD

Please allow 5-10 business days for your Exchange to be processed. Items not returned in accordance with this Return Policy may result in a delay or loss of right for an exchange.

2. **ONE-TIME EXCHANGE GUARANTEE**

Terms and Conditions:

- Distripet NZ Ltd offers a One-time Exchange Guarantee on Planet Dog Chew Toys and West Paw Toys.
- One-time Exchange is per household and per toy design, not per purchase.
- A valid receipt, proof of purchase is required for an exchange or refund.
- Distripet NZ Ltd reserves the right to issue a refund, replacement or an alternative product based on each individual situation.

Brands that are Eligible for One-Time Free Exchange:

- Planet Dog Chew Toys
- West Paw products.

Products that are Not Eligible for the One-time Exchange Guarantee:

- Planet Dog Hemp products, all other brands carried by Distripet NZ Ltd except from those eligible.
- Planet Dog Snoop, Planet Dog Link and Planet Dog Mazee – products rated as 'not designed for chewing'.
- Any Custom-Made product(s), which are considered all sales final.
- On-sale publications, End-of-Line sales, donations passed forward and commercial gifts.
- Products purchased can only be exchanged for the exact same item if it is covered by the One-time Exchange program and the product is available, purchased in New Zealand at a qualified retailer.

To Return or Exchange:

- Gather the item(s) to be returned, along with the Original Receipt or proof of payment. If no docket is present, then email us for further instructions to obtain a return form, prior sending the item for exchange.
- Send damaged toy together with payment receipt and a suitable return NZ Postal bag we use to send the exchange to you to

Distripet NZ Ltd
PO Box 37107
Halswell
Christchurch 8245

We strongly recommend you send us a tracked postal bag. Non-tracked shipping is at customer's responsibility. Ensure the parcel is accompanied by the RGA form.

Please allow 5-10 business days for your Exchange to be processed. Items not returned in accordance with this Return Policy may result in a delay or loss of right for an exchange.