



WE ARE HAPPY TO EXCHANGE OR REFUND PRODUCTS WITHIN 30 DAYS AFTER YOU RECEIVE THE PARCEL, PROVIDED THAT THE PRODUCT IS:

- UNOPENED AND UNUSED
- IN ITS ORIGINAL CONDITION AND PACKAGING
- COMPLETE, INCLUDING ALL ACCESSORIES
- ACCOMPANIED WITH A COMPLETED PRODUCT RETURN FORM

If the above requirements are met you can follow these steps to return a product:

- 1) Print and complete this form. Alternatively, copy the steps below with pen and paper and complete
- 2) Place the product(s) in an appropriate box, fill gaps and include the completed Product Return Form
- 3) Tape the box properly, ideally with tape that is at least 38mm wide
- 4) Hand this parcel over to a post office which handles NZ Post parcels
- 5) Send package via insured carrier to:

The Water Filter Company
 PO Box 1602
 Christchurch 8140
 New Zealand

If you have queries in completing this form please contact us at sales@waterfiltercompany.co.nz

STEP ONE: Please provide your details

Today's date: _____

Order number: _____

Order delivery date: _____

Full name: _____

Email address: _____

Phone number: _____

Reason for return: _____

STEP TWO: List the items you are returning

DESCRIPTION OF ITEM	QTY	PRICE OF ITEM	TOTAL \$
Total			

STEP THREE: Select a refund method

Refund in cash
 Please provide your bank account details:

Refund in store credit
 A voucher code will be emailed to you to spend on a future purchase.

Continue any notes on the back of this page if required