

NOT QUITE WHAT YOU WERE AFTER?

DON'T WORRY, RETURNS ARE EASY!

IN-STORE | REFUND OR EXCHANGE

1.



Take your item(s) to a Cotton On Group store in New Zealand that stocks the brand of the item(s) you'd like to return.

2.



You'll need to provide:

- Proof of purchase (in your order)
- Your tax invoice (emailed to you)

3.



Processing

Once the returns and exchange policy has been met, we'll offer you a refund or an exchange on the spot.

VIA POST | REFUND ONLY

1.



Complete the returns form (back of page)

Include the following details:

- Your name and email address
- Item code, description and transaction ID
- Size
- Quantity
- Reason for return

2.



Pack your item(s) for return including:

- This form
- Original labels and tags
- Address your package to:
Cotton On Online Returns
PO Box 201220,
Airport Oaks, Auckland, 2150
- Purchase postage and drop your package back to your nearest post office/box

Items cannot be exchanged via post.

Items can only be exchanged in-store.

3.



Processing

- Once received, we'll process the refund and notify you via email.
- The refund will appear in your bank account within 3 – 5 business days from the date of processing (depending on your bank).
- If the item returned does not meet our Returns and Exchange Policy, we will contact you and your order will be sent back to you.

THE FINE PRINT: OUR RETURNS AND EXCHANGE POLICY

General

- Items can only be exchanged in-store. Items cannot be exchanged via post.
- Items purchased in-store must be returned in-store and not via post.
- Shipping costs will not be refunded if there are other items listed on the original invoice that are not being returned.
- Cotton On, Cotton On Kids, Cotton On Body, Rubi & Typo are separate businesses. Products can only be returned to a Cotton On Group store that stocks the brand of the product you wish to return.

Change of Mind

If you change your mind about the products you have purchased from us, we will refund

the purchase price or exchange those products in the country in which they were purchased subject to the following conditions:

1. Item(s) must be returned within 30 days of purchase, together with proof of purchase.
2. Item(s) must be unworn, unwashed, or otherwise unused with all original tags/labels attached.
3. Underwear, earrings and cosmetics cannot be returned or exchanged.
4. Giftcards, sale, clearance and seconds items are not eligible for a refund or exchange.

If you request a refund, the purchase price (excluding delivery charges for online) will be

refunded to you using the original payment method once we have received the returned item back and confirmed that it meets conditions 1-4 above. You are responsible for any costs associated with returning the item to us including any currency conversion and/or local or international taxes.

Faulty

If an item is faulty, wrongly described, or different from the sample shown then we will meet our legal obligation which may include refunding the purchase price and delivery charges, or providing a replacement product provided the item is returned within a reasonable time with proof of purchase.



COTTON:ON®

COTTON ON
KIDS

free
COTTON ON

COTTON:ON
BODY



Typo

COTTON ON
FOUNDATION

RETURN FORM

To help us quickly process your return, please clearly fill out all the details below and we'll look after the rest!

NAME: _____

EMAIL: _____

TRANSACTION ID: _____

ITEM CODE	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND REASON CODE


REFUND REASON CODE:

S - Doesn't fit D - Faulty or damaged G - Returning gift C - Change of mind K - Item not as expected W - Wrong item delivered

CUSTOMER SERVICE CONTACT DETAILS:

 **NEED HELP?**
HELP-NZ.COTTONON.COM

 **CUSTOMER SERVICE**
0800 452 885 (NZ)

 **COTTON ON ONLINE RETURNS**
PO BOX 201220,
AIRPORT OAKS, AUCKLAND 2150

