

## YOUR DETAILS

ORDER NUMBER

NAME

ADDRESS

EMAIL

TELEPHONE

SALES CONTACT

RETURN DATE

## REASON FOR RETURN | PLEASE TICK

WRONG SIZE

EMBROIDERY / PRINT ERROR

DAMAGED / FAULTY

WRONG ITEM

OTHER

## REIMBURSEMENT METHOD | PLEASE TICK

REFUND

EXCHANGE

CREDIT TO YOUR KUKRI ACCOUNT

OTHER

## IMPORTANT INFORMATION

Please contact one of our customer service team on +64 (7) 846 1023 or email [sales@kukri.co.nz](mailto:sales@kukri.co.nz) before returning your items in order to arrange your return.

Please complete this form and enclose it with any returns - note that we are unable to process returns if a returns form is not completed and included with your parcel.

Due to the unique nature of our business, and as per our terms and conditions, we are unable to accept returns of any Bespoke or Personalised garments unless there is a fault with the garment.

For full details of our returns/exchange policy, please visit [kukrisports.com](http://kukrisports.com)

Send your completed form and parcel to:

Returns Department  
Kukri Sports NZ Ltd  
Unit 2  
45 The Boulevard  
Te Rapa Park  
Hamilton 3200  
New Zealand

We aim to process all returns within 15 working days. Your return postage costs will be refunded if the return was necessary due to an error on our part only (max £8 in the UK and up to £25 worldwide).

If you request a refund, this will be made back to the original payment method.

## PRODUCT TYPES

Our returns policy varies dependent upon the type of products that you have ordered. Please see the below for more information on each type of order. None of the below affects your statutory rights.

### BESPOKE

If you've designed your own kit using our Kit Designer, we are only able to accept returns in the event of a manufacturing error. This error must be reported and returned within 14 days of delivery.

### PERSONALISED

If you have personalised any stock item, adding your team logo for instance, we are only able to accept returns in the event of a manufacturing error. This error must be reported and returned within 14 days of delivery.

### STOCK

If your order has been placed from stock, with no additions or modifications, we are able to accept returns within 14 days of delivery if the garments are in their original condition with all labels, tags and bags intact. Any garments returned outside of this time will not be accepted.

## PROBLEMS OR QUESTIONS?

Contact our Customer Service team on +64 (7) 846 1023 or via email to [sales@kukri.co.nz](mailto:sales@kukri.co.nz)