



# adairs kids

Thanks for shopping with Adairs - we hope you love your new purchase. However if something is not quite right, making a free return is easy. Here's how:

**Before lodging your return, please keep the following in mind:**

- You have 60 days from the time you receive your order to return your item/s. Linen Lovers have 90 days from the time you receive your order.**
- Please make sure your item/s are unused, unwashed and in the original packaging.*
- Due to health reasons, we cannot offer returns or refunds on our duvets/quilts, mattress toppers, mattress protectors, pillows and pillow protectors.*
- Larger furniture items cannot be returned via Australia Post. Please call our Customer Service team on 1300 783 005 to arrange a collection.*
- Your refund will be processed via the same payment method or card used for the original purchase.*
- If your item is deemed faulty, the above criteria does not apply.*

**HOW TO LODGE YOUR RETURN (AUSTRALIAN CUSTOMERS)**

1. Complete the online form found at <https://return.auspost.com.au/ADAIRES> OR <https://adairs.com.au/help-centre>.
2. Print and attach the label to your parcel **OR** take the QR code (provided after completing the online return form) with you when lodging your parcel.
3. Drop your parcel at any Australia Post outlet. Hold onto your proof of postage - this will have your tracking details.

**HOW TO LODGE YOUR RETURN (NEW ZEALAND CUSTOMERS)**

1. Complete all fields in the form below.
2. Cut along the dotted line to separate the return label and include it inside your parcel.
3. Attach the return label to the outside of your parcel and drop at your preferred New Zealand Post outlet.

**RETURN FORM - Please include this in your parcel**

**REASON CODES 1. Delivered damaged 2. Product faulty 3. Change of mind 4. Not as expected 5. Ordered multiple 6. Received wrong item 7. Ordered wrong size 8. Recall**

Item number	Item Description	Reason Code	Please Specify Reason

Date \_\_\_\_\_ Full name \_\_\_\_\_ Web order number \_\_\_\_\_

Contact number \_\_\_\_\_ Email address \_\_\_\_\_

Home address \_\_\_\_\_

**RETURN LABEL - Please cut along the dotted line and stick this on the front of your parcel.**

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**REPLY PAID NO: 252391**



**DELIVER TO:**  
ADAIRES ONLINE RETURNS  
PRIVATE BAG 208062  
HIGHBROOK BOX LOBBY  
AUCKLAND 2161