



Thank you for shopping with Adairs! We hope you love your new purchase, but on the off chance that you don't, here's what you need to know.

We are happy to refund or issue you an e-gift card, but please keep the below in mind:

- We've extended our returns policy, so Linen Lovers members can now return the item unused and unwashed within 90 days of receiving your order, and non-Linen Lovers within 60 days.
- Duvets, mattress toppers, mattress protectors, pillows and pillow protectors are unfortunately not eligible for returns due to health reasons.
- Larger furniture items cannot be returned via New Zealand Post. If you are returning a furniture item, please call our Customer Service Team on 0800 23 2477 to double check.
- Your refund will be processed via the same payment method/card used for the original purchase.
- If the item is faulty, it is of course exempt from the above criteria. Please call our Customer Service Team on 0800 23 2477 to arrange your return.

STEPS FOR ONLINE RETURNS

1. Fill out the below return form and cut along the dotted line to separate the return label.
2. Prepare your parcel and include this form inside.
3. Attach the return label to the outside of your parcel.
4. Drop your parcel off at your preferred New Zealand Post Outlet.

RETURN FORM - Please include this in your parcel

Refund eGift Card

Item number	Item Description	Reason Code

Reason Codes: 1. Change of mind 2. Looks different to images / not as expected 3. Ordered multiple sizes/colours 4. Received wrong item 5. Faulty/damaged 6. Other (please specify)

Date _____ Full name _____ Web order number _____

Contact number _____ Email address _____

Return address _____

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



REPLY PAID NO: 252391

DELIVER TO:
ADAIRS AUSTRALIA RETURNS
PRIVATE BAG 208062
HIGHBROOK BOX LOBBY