



Nurajack Returns Policy

- Please fill out the Nurajack Returns Form downloadable from <https://www.nurajack.co.nz/technical-downloads.html> and attach to the product being returned.
- Make sure the Nurajack Returns Form contains the relevant Invoice/Purchase order number to the products being returned.
- All stocked returns incur a restocking fee of 10%. Any custom orders or indented items cannot be returned.
- Freight costs are the responsibility of the customer.
- Please make sure the products are delivered to a Nuralite warehouse facility before sending a 'Request for Credit' from your accounting system.
- Only complete units of Nurajack base and screw will be credited. Units returned without a saleable head will be credited less the purchase price of the head.
- Any units that are not complete or are in a non-saleable condition will not be credited and these can be collected from the Nuralite warehouse or placed into our recycle bin. Units not collected within 5 business days of notification will be recycled.
- Products can only be returned within 12 months of purchase.
- If products are returned without any documentation, attempts will be made to contact the sender. Products will be recycled 5 business days from receipt of goods if the sender is not contactable.

If you require any help with this process, please call:

Lewis Olding 022 525 9299

Mike Chantry 027 700 2241

Tara Nowacki 09 579 2049 ext 503



Nurajack Returns Process

1. Check documentation before product is unloaded from carrier.
2. Move product with documentation to returns area.
3. Nurajack Returns Personal to photograph returned pallets/boxes.
4. Sort and quantify product.
5. Photograph products and return to stock.
6. Pass documentation and photos to Customer Services.
7. Customer Services to communicate to customer the outcome of the returns process.