



## 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