

RETURNS AND EXCHANGES

If you're not completely satisfied with your new purchase you are welcome to return it for a full refund or exchange it for an alternative product.

FULL NAME

ORDER NUMBER

N

Z

I WOULD LIKE: You'll find this in your order confirmation email

- ☐ A refund
- ☐ To exchange – Please fill in both tables below

REASON CODE

1. Doesn't fit properly

2. Item not suitable

3. Colour not as expected

4. Arrived too late

5. Incorrect item received

6. Faulty

Returning a product

Qty	Product Code	Size	Reason Code	Comments
1	112971-BLK00	M	3	Darker than expected (Example)

Exchanging a product

Qty	Product Code	Replacement size	Replacement colour
1	113562-BLK00	XL	WHT00 (Example)

To return your item by post, please send your parcel and completed form to the Returns address and keep your tracking number handy.

For terms and conditions or additional help, please visit macpac.co.nz/returns.html or if you prefer to talk to us, call toll free: 0800 622 722

New Zealand Returns

Macpac Webstore Returns

4 Mary Muller Drive, Hillsborough

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