



Returns Policy

Returns for Warranty / Repair:

The Return of items that is faulty or broken (Warranty or Repair) should be pre-approved by the Returns and Warranty Clerk before it can be returned.

Phone: 09 441 9705 (Option4) or email: returns@osnzl.com

- When applying for RA Number, we require clear and detailed fault descriptions.
- We cannot accept descriptions such as "Faulty", "No Go", or "Won't work". (Notes to be returned with item)
- Items are to be returned to Outdoor Sports NZ LTD within 10 days of RA Approval or RA will be cancelled.
- Goods returned are to be sent with the printed RA form generated by Outdoor Sports NZ LTD.
- Customers Proof of Purchase will be needed to confirm if item is still within warranty period otherwise we will fall back to the date OSNZL sold item to retail store.
- All associated supplied parts / accessories are to be returned. (i.e. power adapters, cables)
- Unless otherwise agreed to, returns to Outdoor Sports NZ LTD at the cost of the Customer.

The typical turnaround period for RA Testing and Repair is 5-7 working days; however, this may be longer due to the need for sustained testing or supply of replacement parts / units.

Items that require export back to supplier can take up to 6 months. In circumstances where it will take a period longer, we will advise as soon as possible.

Returns for Credit:

The Return of items for a credit/refund should be pre-approved by the Returns and Warranty Clerk before it can be returned.

Phone: 09 441 9705 (Option4) or email: returns@osnzl.com

Once approved the Return Authorization (GRA or RA) will be sent to the store via email.

Approval for credit is exclusively at the discretion of Outdoor Sports NZ LTD and subject to the following conditions:

- Approval (RA) is requested within 10 days of items being delivered to Store.
- Return to Outdoor Sports NZ is made within 7 days of RA approval.
- Goods returned are sent with RA form generated by Outdoor Sports NZ LTD.
- Received in condition fit for resale - Original packaging included, unopened, unsoiled and undamaged.
- Outdoor Sports NZ takes no responsibility for damage to goods during transit.
- Returned to Outdoor Sports NZ fielding associated costs, including original shipping costs to Customer which become payable by customer. Customers will not be liable for all charges when products have been deemed faulty and requires replacement or repair.

No credits will be issued for goods that:

- Have been specifically imported or manufactured for the customer.
- Are returned to Outdoor Sports NZ LTD without an RA form.
- Are returned in a condition unfit for resale.

Outdoor Sports NZ will not typically accept non faulty returns if product was ordered directly by the customer.

At the exclusive discretion of Outdoor Sports NZ LTD, any goods accepted for return are subject to a maximum of 20% restocking and administration fee.

Not complying with the Terms and conditions will result in product being returned to sending store at stores expense.

OUTDOOR SPORTS NEW ZEALAND LTD

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