



RETURNS FORM

sales@caford.co.nz

OUR POLICY

At Caford Castors NZ, our customers' satisfaction is our top priority. Our returns policy operates under the New Zealand Consumer Guarantees Act, Fair Trading Act and the Sale of Goods Act.

If you find that your order is not quite suitable and you need to return an item purchased online, you can send it back to us in its unused condition, with all its original packaging, within 7 days of receiving it. In this instance, we are more than happy to help you find a suitable item as an exchange, provide a credit note for a future purchase, or, in some cases, provide a refund of the purchase price (Please refer below to the Consumer Guarantees Act 1993 or view online: <https://www.cafordcastors.co.nz/returns>).

Our shipments are carefully inspected before leaving our warehouse. If the goods are damaged or defective upon delivery, please retain the packaging in which the product was delivered and let us know within 24 hours. Please note, that the CGA does not apply where the product has been misused, broken or improperly operated. Defects must not be due to a consumer using the goods in a way that the goods are not intended to be used.

Exchange: If a product is unsuitable and you wish to exchange it for another (i.e., a different design), you must return the product with proof of purchase in resalable condition, with packaging intact, and all labels and components. Proof of purchase will also be required. How to Return an Item:

To begin the returns process, please email us your reason for returning the item along with your purchase receipt. You will receive a confirmation email with the return address. Use a trackable shipping service and include both your purchase receipt and this completed form in your package.

Please Note:

You are responsible for the return shipping charges. You are welcome to call into our warehouse to return your item or use a courier service. Original shipping charges are non-refundable.

Complete this form and include it with the items you are returning:

Customer Name: _____

Email Address: _____

Order Number (please include a copy of your proof-of-purchase with the goods): _____

Date Purchased: _____

How/where did you order from?: _____

Item(s) for return: _____

Reason for return:

I would like: (Please circle and include details where applicable)

Credit on Account	Replacement	Return Freight Tracking Number:
Refund	Exchange For:	

Return Address: Caford Castors, 8b Target Court, Ground Floor, Wairau Valley, Auckland, 0627

Phone: +64 9 444 8334

Email: sales@caford.co.nz

Processing time for your bank to credit your card after we issue a card refund can take up to 14 days, depending on your bank.