

# EXCHANGES AND RETURNS

All our products are designed and made with complete attention to detail. If for any reason you're not happy with the items you have received, then we are happy to exchange or refund, with proof of purchase. The item must be returned within 14 days of receiving your order. Once assessed refunds are issued by credit card within 2-5 business days of receiving your return.

## Returns/exchanges

We cannot replace or refund items that have been laundered, damaged by incorrect washing/drying, custom made or altered products.

Items must be unused and in re-saleable condition.

The shipping cost both ways is at your expense.

**You may send a return bag for an exchange or fill in your credit card details below and we will process the freight charge.**

## Faults

Occasionally a product may have a manufacturers fault and we will do everything we can to resolve this and provide the best outcome for you. If you believe your item has a manufacturing fault please contact us by email along with photos of the fault so we can assess and resolve the issue quickly. Contact customer service on [info@performancelinen.co.nz](mailto:info@performancelinen.co.nz)

Please fill out the information below as clearly as possible to ensure that we can assess quickly and efficiently

Date: \_\_\_/\_\_\_/\_\_\_\_\_

Order # \_\_\_\_\_

Customer Name \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_

Date of Purchase: \_\_\_/\_\_\_/\_\_\_\_\_

Exchange

Refund

Fault

Reason \_\_\_\_\_

Returning Item Description / Colour / Size	Replace with

If you have chosen to exchange please fill in the credit card information below so we can process any price difference or freight charge as required. PLEASE PRINT CLEARLY

Name on card	Card number	Expiry	Security code (3-digit)	Signature

Please return item(s) along with this form to

Post:

**Performance Linen**  
**RETURNS**  
**PO Box 151125**  
**New Lynn 0640, Auckland**

Courier:

**Performance Linen**  
**RETURNS**  
**3121 Great North Road**  
**New Lynn 0600, Auckland**

OFFICE USE	Name:	Assessment:	Details:	Date: