



Zuca Returns Procedure

1. Completed all parts of this form, and email it back to returns@zuca.co.nz or print, scan and email it back to returns@zuca.co.nz
2. Package and return items with proof of purchase (in original box/packaging labels still attached if possible)
3. Ensure that the items being returned are packaged in a good quality carton and are sent via insured Courier Post Mail or Parcel Carrier.
Returns need to be sent to the following address:
Zuca Limited - Returns
Unit 1 - 18 Northpoint Street
Plimmerton, Porirua 5026
Wellington

Please keep your record/receipt of your return shipment until you have been sent your credit note, replacement or refund.

If you have any further queries or concerns, email us at returns@zuca.co.nz or call us toll-free on 0800 10 99 11. Please note, we can only make refunds onto the same card that was used for the original purchase.

Customer Details

Your First and Last Name

Invoice Number

Your Email Address

Your Phone Number

Your Physical Address

Exchange / Refund options

Goods have arrived:

Non-working

Damaged

I would prefer:

Exchange

Exchange requested is of a higher value to the one originally purchased

Refund

I wish to return the goods listed below

| Product Code | Description | Colour/Size | Quantity | Unit Price | Total Price |
|--------------|-------------|-------------|----------|------------|-------------|
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Reason for return

I would like Zuca to send me in exchange

| Product Code | Description | Colour/Size | Quantity | Unit Price | Total Price |
|--------------|-------------|-------------|----------|------------|-------------|
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