

# Returns Form



EMAIL: [help@hallensteins.com](mailto:help@hallensteins.com)

PHONE: New Zealand: 0800 245 247 | Australia: 1800 960 871 | USA: 0855 975 1414

## RETURNS

Need to return something? Please follow the steps below within 30 days from the date you receive your order. New Zealand customers can choose between an exchange or refund. Overseas customers can only return items for a refund. Excluding faulty items, all returns must be in their original unworn condition, with tags attached.

Our New Zealand stores will accept your web return accompanied by your invoice.

1. To return an item/s enter the name, quantity and style code in the form below.
2. Under 'Reason Code' select one of the return reason codes from the selection on the right.
3. New Zealand customers, if you want to exchange an item/s please list below the item/s you wish to receive in return.
4. Return your parcel by your chosen postal service. We recommend tracking your order back to our warehouse to ensure it gets there safely.
5. It is very important to enclose this form with your items in your parcel to enable us to process your return as quickly as possible.
6. Please retain proof of postage until we have confirmed your refund has been processed. Returns can take up to 21 days to return to us.

NAME: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

RETURNS: ITEM/S	QTY	STYLE CODE	REASON CODE	REASON FOR REFUND CODES
_____	___	_____	_____	1 - Looks different to image on site
_____	___	_____	_____	2 - Ordered more than one size
_____	___	_____	_____	3 - Arrived too late
_____	___	_____	_____	4 - Poor quality/ faulty
_____	___	_____	_____	5 - Doesn't fit properly
_____	___	_____	_____	6 - Doesn't suit me
_____	___	_____	_____	7 - Incorrect item was sent
_____	___	_____	_____	8 - Parcel damaged on arrival

  

EXCHANGES: ITEM/S (New Zealand only)	QTY	SIZE	COLOUR
_____	___	_____	_____
_____	___	_____	_____
_____	___	_____	_____
_____	___	_____	_____
_____	___	_____	_____

## RETURN ADDRESS

**New Zealand**  
7 Kordel Place  
East Tamaki  
Auckland  
New Zealand

**Australia**  
**Hallenstein Brothers**  
Westfield North Lakes,  
Anzac Ave & North Lakes  
Dr, North Lakes, QLD  
4509  
Australia

**USA**  
ECU Los Angeles  
2525 Cherry Avenue  
Ste 300  
Signal Hill  
CA 90755

Attn: Reception