



## Returns Form

Name	Order Number	Order Date

### Returns Information

At Timberland, we understand that sometimes you may wish to return a product you have purchased from our online store. To assist you in the returns process, we have set out the Timberland Online Purchase Returns Policy and Returns Process below and online at <https://www.timberland.co.nz/returns>

Once we receive your returned parcel, we will inspect and process the items within 48 hours to ensure you receive your refund/exchange as quickly as possible. In all cases, the items returned must be in their original condition. Any item in unsuitable condition will be sent back to you.

Any refund will automatically be issued to the card used to make the original purchase.

If for any reason we are unable to fulfil an exchange request, you will be refunded to the card used to make the original purchase.

### Returns Policy

If you return an Online Purchase, it must be:

- the original online purchase
- unworn and unused
- in the original packaging, boxes and tags intact
- in a new saleable condition
- returned within 60 days of when you received the order

Product	QTY	Refund or Exchange*	Exchange Item (Code, Colour, Size**)	Reason for exchange/return

\*items returned due to a change of mind will be exchanged unless replacement style/size is unavailable

\*\*item must be of equal value

Please return to:  
**Timberland Online Returns**  
**Unit 8, 240a Broadway**  
**Newmarket**  
**Auckland, 1023**

Any questions please call 09-309 0522 or email [info@timberlandnz.co.nz](mailto:info@timberlandnz.co.nz)