



**NOT COOL FORM**

**MR VINTAGE RETURNS & EXCHANGES**

Sometimes things don't work out. You bought something you thought you liked, but you don't; or it doesn't fit; or the parcel fell in a puddle; or maybe we accidentally sent you the wrong thing – either way, it sucks. That's why we offer 30 day returns.

We want you to be happy. We will correct any genuine errors, faulty or damaged product, but we can't return or exchange sale items, gift cards, used goods, or face masks unless they are deemed faulty. Items for return or exchange must be unused and in original packaging. Complete the form below, return it to us, and we will do our best to make things right.

**TELL US WHAT'S WRONG**

**1**

I need to:

- REPLACE
- EXCHANGE
- REFUND
- GET A CREDIT

**2**

Because:

- I CHANGED MY MIND
- IT DOESN'T FIT
- IT'S FAULTY or DAMAGED
- IT'S NOT WHAT I ORDERED
- OTHER: \_\_\_\_\_

**THE ORIGINAL ITEM/S I ORDERED**

**3**

ORDER NUMBER	QUANTITY	PRODUCT NAME

**THE ITEM/S I WANT INSTEAD**

**4**

PRODUCT NAME	SIZE (if applicable)	QUANTITY

**SHIPPING AND ADDITIONAL CHARGES**

**5**

If we made a mistake, or an item arrived damaged or faulty, we will cover your postage costs and exchange your item free of shipping charges. For any other reason, you pay the return postage costs and also incur a \$5 re-shipping charge to re-deliver the item back to you.

**IF WE PAY SHIPPING COSTS:**

Complete the form above, then send it us to confirm and for us to arrange:  
**email** help@mrvintage.co.nz  
**call** +64 9 892 5768

**RETURN PRODUCTS TO:**

ATT: Mr Vintage Returns  
11B Douglas Alexander Pde, Rosedale, Auckland 0632, NZ

**PAYMENT DETAILS FOR RETURN SHIPPING**

CARD HOLDERS NAME

CREDIT CARD NUMBER

EXPIRY  /  /  /

CVV