

ARROW UNIFORMS RETURN POLICY

If you're looking to return or exchange your order for whatever reason, we're here to help! We offer free returns or exchanges within 7 days of invoice. You can return your product for store credit, a different product, or a refund to the original payment method.

Please note the following exceptions to our return and exchange policy:

- Discounted items are final and cannot be returned or exchanged
- Items that have been logoed cannot be returned or exchanged unless under contract
- Returned items must have tags still attached and be returned in original packaging
- Returned items must be unworn and unwashed

To initiate a return or exchange, please complete the following steps:

1. Register your return online by visiting <https://arrowuniforms.co.nz/returns> and follow the steps outlined OR
2. Simply send your return to the address below along with a completed Returns Request Form or packing slip/invoice, with a note on what action you'd like us to take ie. provide a credit, refund or exchange for another size or item.
3. Send to Arrow Uniforms, Attn: Returns, 66 Pharazyn Street, Melling, Lower Hutt 5010



Arrow Products NZ Limited

P +64 4 589 5888 E info@arrowuniforms.co.nz

A 66 Pharazyn Street, Lower Hutt P.O. Box 38-385, Wellington Mail Centre, Lower Hutt 5045

0508 643 676 www.arrowuniforms.co.nz

RETURN FAQ'S

Do you charge for returns?

No! We offer free returns or exchanges within 7 days of invoice. We do ask that you pay the cost of the return postage or courier. If you have an order older than 7 days, please contact our Returns team for approval (a restocking fee may be applied).

How long will it take for my return to be processed?

We aim to process your return within 5 working days of being received. If you have requested a refund, please allow a further 5 working days for this to be actioned. We strongly recommend that you return items via courier track and trace rather than standard post, as all returned items remain the responsibility of the purchaser until received by Arrow.

You made a mistake, do I still have to pay the return freight?

Sorry about that! If we make an error with your order, we will fix it at no cost to you. Simply email our Returns team or call us with your invoice number and we will send you a courier label so you can return it at no cost to you.

Can I return garments that have a logo on them?

Garments that have been customised for you, either with logos, alterations or have been made to order, are non-returnable. To make sure you have the right size before customising, we recommend checking out our sizing guides, or ordering a sample.

Do you offer a sample service?

Yes! Our sample service lets you try garments in your own surroundings at no cost to you. These items are invoiced at the time of order fulfilment however if you return the full order within 10 days and the items meet our return criteria, we will give you a full refund including our freight to you. To take advantage of our sample service, simply select "Appro" at the time of checkout or write 'Samples' in the checkout notes.

My order arrived damaged/my order hasn't arrived. What do I do?

If any items arrive damaged, please contact us within 24 hours of delivery and we will arrange to have the damaged item returned at no cost to you. We will either repair or replace the goods or provide a refund to you. Damaged goods must be returned in the condition received by you with all original packaging, together with all packing slips.

If you think your order has been lost in transit, please contact us immediately so we can investigate with our contracted courier company. If your order is determined to be lost, we will either replace the goods or provide you with a refund, including freight.

Have a question? Please feel free to contact us on the below information with any queries you may have.

Ph: 050 UNIFORM (0508 643 676) or 04 939 7876

E: returns@arrowuniforms.co.nz

W: <https://arrowuniforms.co.nz/returns>