

nutrimetrics

RETURN OR EXCHANGE REQUEST

NUTRIMETICS AUSTRALIA PTY LTD ABN 19 116 205 237

PLEASE MAIL ALL RETURNS TO THE BELOW ADDRESSES:

Nutrimetrics Australia Pty Ltd 19 Brenock Park Drive, Ferntree Gully VIC 3156 **OR**
 Nutrimetrics International New Zealand Ltd 24 Lorien Place, East Tamaki, Auckland 2013

Completed form must be submitted with all product returns. A copy of your Tax Invoice should also accompany the return, or the Tax Invoice number must be provided under Section 1 of this Form, otherwise the return will be processed only at Nutrimetrics discretion. If you have any other queries regarding a return or exchange, please contact our Consultant Support Centre:

Australia: Free Call 1800 802 151 **New Zealand:** Free Call 0800 403 503

CONSULTANT NAME: ACCOUNT NO:

STREET ADDRESS: SUBURB:

STATE: POSTCODE: CONTACT NO: DATE: / /

IF RETURNING PRODUCT FOR EXCHANGE OR REPLACEMENT, COMPLETE SECTIONS 1 AND 2
 IF RETURNING PRODUCT FOR CREDIT, COMPLETE SECTIONS 1 AND 3

CONSULTANT PAYS FOR POSTAGE UNLESS PRODUCT IS FAULTY, CAUSES IRRITATION OR IF IT IS A NUTRIMETICS ERROR.*

*Nutrimetrics reserves the right to charge a Consultant's account for any misuse of the Reply Paid service. Inappropriate use of this service may result in a charge calculated in accordance with the Australia Post costs.

Please ensure that you ask the Post Office for a TRACKING NUMBER as Nutrimetrics take no responsibility for returns not received.

SECTION 1: PRODUCT RETURNED TRACKING NO.

RETURNED STOCK NUMBER	QTY	TAX INVOICE NUMBER	RRP PAID	YOUR REQUEST (Please tick)			REASON FOR RETURN (Refer to codes below)	EXPLANATION (Please be specific e.g. faulty lid on product)
				CREDIT	EXCHANGE	REPLACE		

SECTION 2: EXCHANGE OR REPLACE REQUESTED

REQUESTED STOCK NUMBER	RRP TO BE CHARGED	QTY

IF YOUR CHOICE OF PRODUCT IS UNAVAILABLE?

Note: If not completed, we assume **YES** for both.

Substitute with a similar product or flavour? YES NO

Out of stock item to be placed on back order? YES NO

SECTION 3: CREDIT REQUESTED

Note: Credits will appear on your next Tax Invoice

Please credit my credit card

Mastercard Visa (Please tick)

Card No.

Expiry Date /

Name on card

Please credit my EFT Account No.

Minimum amount (\$10)

NOTE: Credit Card refunds can only be paid to the Credit Card that was used on the original order/ Tax Invoice that was placed directly with Nutrimetrics.

RETURN CODES

Back-Order not required	RBO	Not received - keying error	RKE	Packaging Leaking	RPL	OFFICE USE ONLY ADJUSTMENT NOTE NO. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Duplicate order	RDO	Kit Upgrade	RKU	Product Received Damaged	RRD	
Discontinued	RDP	Customer order cancelled	ROC	Product Performance Unsatisfactory	RPU	
Incorrect non colour product	RIP	Price Adjustment	RPA	Substitute not required	RSB	
Incorrect colour product	RIC	Warehouse Picking Error	RPE	Specials Keyed Incorrectly	RSI	OFFICE USE ONLY TAX INVOICE NO. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Irritation from Product	RIR	Packaging Faulty	RPF	Stock Kit	RSK	

PLEASE RETAIN A COPY FOR YOUR REFERENCE.

RETURN & EXCHANGE POLICY

Nutrimetics Australia Pty Ltd is committed to providing the highest quality of product and service to our customers. Our commitment to excellence in manufacturing, coupled with our continuing research, enables us to support Consultants and customers alike with a Product Guarantee that is built on trust and goodwill.

In keeping with that spirit, the following represents the policy for returning merchandise:

- Products must be returned for exchange or credit within 60 days of purchase, and must be presented with a proof of purchase (a copy of the original Tax Invoice or provision of the applicable Tax Invoice number) and a completed Return or Exchange Request Form. Failure to ensure your Return or Exchange Request Form is completed accurately may result in a delay of the processing of your exchange or credit.
- Products can only be exchanged for current prices.
- To receive full credit, duplicate orders, and Kits must be returned with products unopened.
- No more than two replacement parcels will be sent to a Consultant before the Consultant will be asked to provide another ship to address or to retrieve the order directly from the post office/courier drop-off points.
- In order to exchange or credit a set, all components must be returned.
- Nutrimetics reserves the right to refuse to exchange or credit requests when returns are excessive and/or the policy has been manipulated or abused.
- For reasons of hygiene, Nutrimetics does not offer exchange or credit on Jewellery.
- Nutrimetics does not offer exchange or credit on literature items, sales aid materials, clearance items, jewellery (for hygiene reasons), Super Offers, or products received as part of the Hostess Rewards or Product Rebate Programme and Bonus Gift. Any large returns, however, should include the return of appropriate Product Rebate and/or Hostess Rewards received on that order. Please choose carefully when ordering.
- Incentives and Promotional items achieved as a result of the sales for the qualifying period must be returned at the same time as the return request. If goods are not returned, we will contact you to request the return of Incentives and or Promotional items and if goods are not received within 15 days we will charge your Nutrimetics account the Retail Value.
- Nutrimetics reserves the right to deduct from any such refund the amount of Volume Rebate and Bonuses paid on the BV of returned products and adjust qualification BV as appropriate.
- The acceptance of any returned product will be at the discretion of Nutrimetics. All unused products are expected back in a resaleable condition. **All used products are to be no more than half used.**
- It is your responsibility to ensure products returned are received in good order. Please ensure returned products are in protective packaging to minimise damage.