

## RETURN OR EXCHANGE REQUEST

IRYNA ABN 19 116 205 237

**PLEASE MAIL ALL RETURNS TO THE BELOW ADDRESSES:**

Nutrimetics Australia Pty Ltd 19 Brenock Park Drive, Ferntree Gully VIC 3156 **OR**

Nutrimetics International New Zealand Ltd 24 Lorien Place, East Tamaki, Auckland 2013

Completed returns forms must be included with your returned products. A copy of your picklist should also be included. Please add your sales order number to section 1 of this form to ensure your return is processed. If you have any questions about your return or exchange, please contact customer service.

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

CUSTOMER NAME:  ACCOUNT NO:

STREET ADDRESS:  SUBURB:

STATE:  POSTCODE:  CONTACT NO:  DATE:  /  /

EMAIL:

IF RETURNING PRODUCT FOR EXCHANGE OR REPLACEMENT, COMPLETE SECTIONS 1 AND 2  
 IF RETURNING PRODUCT FOR CREDIT, COMPLETE SECTIONS 1 AND 3  
 CUSTOMER PAYS FOR POSTAGE UNLESS PRODUCT IS FAULTY, CAUSES IRRITATION OR IF IT IS A IRYNA ERROR.

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

### SECTION 1: PRODUCT RETURNED

### TRACKING NO.

DATE PURCHASED	ORDER NUMBER	RETURNED STOCK CODE	USED PRODUCTS Y/N	QTY	AMOUNT 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	DESCRIPTION	RRP TO BE CHARGED	QTY

### SECTION 3: CREDIT REQUESTED

Please credit my credit card

Mastercard  Visa (Please tick)

Card No.

Expiry Date  /

Name on card

**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 IRYNA.

### RETURN CODES For office use only

Duplicate order	RDO	Customer order cancelled	ROC	Product Received Damaged	RRD
Discontinued	RDP	Price Adjustment	RPA	Product Performance Unsatisfactory	RPU
Incorrect non colour product	RIP	Warehouse Picking Error	RPE	Specials Keyed Incorrectly	RSI
Incorrect colour product	RIC	Packaging Faulty	RPF		
Irritation from Product	RIR	Packaging Leaking	RPL		

OFFICE USE ONLY

ADJUSTMENT NOTE NO.

OFFICE USE ONLY

TAX INVOICE NO.

PLEASE RETAIN A COPY FOR YOUR REFERENCE.

## RETURN & EXCHANGE POLICY

IRYNA 60 day money back guarantee

We are sure you will love your IRYNA products. But if for any reason you're not happy, simply return your order, along with proof of purchase, for 100% refund of the purchase price. Or alternatively, you can exchange it for something else.

Our Returns and Exchange Policy

All Returns and Exchanges must be received within 60 days of purchase including proof of purchase and picklist (which was included with your order). You must complete this returns form and also include with your return. Failure to fill in this form accurately may result in a delay in 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.
- In order to exchange or credit a set, all components must be returned.
- IRYNA reserves the right to refuse to exchange or credit requests when returns are excessive and/or the policy has been manipulated or abused.
- The acceptance of any returned product will be at the discretion of IRYNA. 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.