



www.newbalance.co.nz

We are committed to your 100% satisfaction. If you are not completely satisfied with your purchase, simply return it for a hassle-free refund.

- Item(s) must be unworn, in new condition with original box or packaging and tags.
- Return item(s) within 60 days of receiving your order for a hassle-free refund.
- Parcel(s) returned within New Zealand can be sent via freepost

Name: _____ Contact Number: _____

Address: _____

Suburb/City/Postcode: _____

REASON CODE:

A1. WRONG ITEM RECEIVED B2. PRODUCT DEFECT A3. IMAGE NOT ACCURATE A4. DESCRIPTION NOT ACCURATE A5. TOO SHORT/LONG/WIDE/NARROW A6. QUALITY ISSUE A7. DID NOT LIKE A8. FIT ISSUE A9. OTHER

QTY	SKU / STYLE CODE	COLOUR	SIZE & WIDTH	REASON CODE

Follow these easy steps to process your return:

1. Complete this form ensuring your order number is noted in the space provided below.
2. Package your item with the form and address it to the below freepost address.
3. Drop off the item at your local post office within 60 days of receiving your order. Return shipping is free when using the freepost address provided below.

Please note that New Balance cannot process your refund without your order number. If you have lost your order number, please contact our Customer Care team on 0800 764 902 or email nbwebnz.cservice@newbalance.com

FreePost Number 212830
New Balance New Zealand Ltd
C/ - DSL Logistics Ltd
PO Box 201080
Auckland 2150

Order Number: _____ *

**Required*