

m o o c h i returns form

customer details - please complete all fields

name customer number

mobile no. email

online invoice /order no. OR in store receipt no.

checklist - before we get started, please check (X) the following boxes

- | | |
|--|---|
| <input type="checkbox"/> returning within 14 days / 21 days international | <input type="checkbox"/> all original tags are still attached |
| <input type="checkbox"/> item is brand new and unworn | <input type="checkbox"/> you have read the returns FAQ's online for full policy terms |
| <input type="checkbox"/> swimwear, underwear and earrings cannot be returned for hygiene reasons | |

please complete the below table - one product per line

item details	refund or exchange? (check one)		exchange details		reason for return (choose code from list below)
	refund	exchange	new size	new colour name	enter reason code

reason codes - more detailed information under 'returns, refunds and exchanges...' on our FAQ's page

1. exchange size
2. exchange colour
3. refund in full, I've already repurchased another size or colour on online invoice/order no.
4. refund to my credit card (shipping costs not refundable)
5. refund to my moochi account (shipping costs not refundable)
6. not as ordered, please re-ship correct item
7. item faulty upon opening - tags still attached, please re-ship another item
8. item faulty after wearing - tags removed, please explain the fault below

any additional comments? tell us here

.....

.....

signed date/...../.....

office use only - please check (X)

store:

team member:

- | | |
|--|---|
| <input type="checkbox"/> return form complete | <input type="checkbox"/> 'return received' email sent |
| <input type="checkbox"/> new, unworn, tags attached | <input type="checkbox"/> form sent to refunds@moochi |
| <input type="checkbox"/> returned within 14 days / 21 days international | <input type="checkbox"/> transfer complete - finished / filed |

moochi returns form

how to make a return

- + read our returns policy and relating faq's on our website
- + complete the other side of this form in full
- + package the form with the items to be returned
- + courier or drop it to any of the addresses below

moochi cannot be held responsible for returns packages that never reach us. it is your responsibility to get the return to us for processing. we reserve the right to deny a return, if the goods returned do not meet our policy terms. the cost of sending your item back to you will payable before the goods can be sent

what is the moochi returns policy?

at moochi we offer a 'return for any reason' policy on these terms:

- + item must be returned **within 14 days or 21 days for international orders**
- + still have the **original tags attached**
- + be in **new, unworn, saleable condition**, determined by moochi upon inspection
- + proof of purchase must be made by way of receipt, order/invoice number or customer account transactions

excludes swimwear, underwear and earrings, these are not eligible to be returned for hygiene reasons

if your return complies with the above then it will be considered eligible for exchange, refund or credit as per those policies.

please see FAQ's

- + can i get a refund on my returned item?
- + can i exchange an item?

please also refer to our FAQ "returns, refunds and exchanges" for more common queries

- + my item has developed a fault, what do i do?
- + the item i ordered arrived faulty?
- + what if i have removed the tags?
- + how and where do i return an item?

addresses for returns

moochi village

203 papanui road
merivale
christchurch
8014

moochi corner

14 vulcan lane
auckland cbd
auckland
1010

moochi light capsule

21 devonport road
tauranga
3110

moochi refinery

4 teed street
newmarket
auckland
1023

moochi undercover

the milford centre
24 milford road
auckland
0620

moochi ward

centre place mall
57 ward street
hamilton
3204

moochi lane

111 customhouse quay
wellington
6011

moochi heights

126 cashel street
christchurch central
8011

moochi international returns

attention: moochi lane
111 Customhouse Quay
Wellington, 6011
ph: +64 4 499 3789