

Garment Assessment Form

It is important that you fill out all of the information as thoroughly as possible to ensure that your garment can be assessed quickly and efficiently.

Date: __/__/__

Customer Name: _____

Email: _____

Address: _____

Phone: () _____

Order No: _____ *(if applicable)*

Date of Purchase: __/__/__

The product a Go Go Bag™? yes / no *(please circle)*

Is this the sole sleeping bag? yes / no *(please circle)*

Age of child using the Go Go Bag™? _____

GARMENT INFORMATION

Number of times the garment has been washed *(Go Go Bag or Clothing)* _____

Washing detergent used? _____

Did you use a fabric softener? _____

Wash cycle used? _____

Did you use a tumble drier? _____

Please indicate with drawings below the area for inspection.

FRONT

BACK

OFFICE USE	Name:	Assessment:	Details:	Date:
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I AM RETURNING:

Order No:	Product name:	Desired action: (please circle)				Reason Code:
		Replace	Refund	Exchange	Store credit	
		Replace	Refund	Exchange	Store credit	
		Replace	Refund	Exchange	Store credit	

Explanation of reason for returning (i.e - where/what fault is):

Reason Codes:

WO (Wrong item ordered) CM (Changed mind) AD (Arrived damaged) WS (Wrong product shipped)
 DM (Defective merchandise) DS (Duplicate shipment) OT (Other)

If paying by credit card please fill in the following:

Credit card# _____ Signature _____
 Name on card _____ Expiry date ____/____

RETURNING YOUR PURCHASE

You may return any item for a refund or exchange, within 30 days of receiving the shipment. The item(s) must be unused and in resalable condition, as determined by Merino Kids™ (this does not include items that have been washed in any way, dried in a dryer, damaged/stained in any way or that smell of smoke or any other odour). Refunds are issued either by cheque or credit card within 10 - 20 business days of receiving your return. Merino Kids™ do offer a six month manufacturer's warranty on their garments. If you believe your garment to have a manufacturing fault and it is within the six month period from the purchase date please return for an assessment as soon as the fault is noticed, along with proof of purchase and completed returns form.

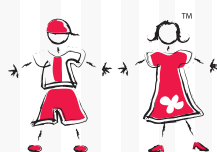
To return an item(s) please follow these steps:

1. Fill out this sheet and return this form with the product. You may want to make a copy for your records.
2. If you want to exchange an item, you will incur a \$5.00 re-shipping charge*. This can be payable by including a cheque with your return package or by credit card, by filling out the necessary information at the bottom of the page. Our return address is:

Merino Kids™, 155 Jervois Road, Herne Bay, Auckland

*Merino Kids™ will pay the shipping for order inaccuracies and defective merchandise, provided that the damage was not caused by the customer.

Please note that once the garment is assessed we will contact you. If it is repaired by Merino Kids™ you may be charged a \$20.00 fee for the service, this will depend on the assessment. You will need to allow up to 2 weeks for any repair work carried out by Merino Kids™.



MERINO KIDS™

100% natural baby and infant sleep solutions • Fully fashioned playwear • International award winning designs

NZ 0800 124 646 AU 1800 643 046 UK 0800 9177 723

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