

# MÖDERE™

## RETURNS AND EXCHANGES

### **RETURN OR EXCHANGE**

Modere offers a 15-day refund guarantee to all Modere Customers.

Return or exchange any Modere item in just 4 simple steps:

1. Email [info@modere.co.nz](mailto:info@modere.co.nz) or call Modere Customer Service on (09) 828 9015 and explain the issue.
2. The Customer Service team will provide you with instructions on the best way to return your products.
3. Package the Modere item/s you wish to return and address according to the instructions given in Step 2.
4. Drop off at your nearest Post Office.

Modere will issue a refund for the amount of the original product if the merchandise is returned within 15 days from the date of purchase. When we receive your return and after it has been processed, you will be issued a Credit Invoice. This invoice will contain information about your refund.

If you ordered by credit card, Modere will credit your account, which will show on your next statement, depending on the issuing bank and/or billing cycle. Please note that depending on your credit card company, it may take an additional 2-10 days after your credit is applied for it to post to your account.

You may wish to organise a credit to your account and that can be arranged in future shopping purchases. You cannot exchange a non-defective product if you change your mind outside of the 15 days. Please contact the Customer Service team to discuss.

### **GIFT RETURN**

If you wish to return a gift, please call the Customer Service team on (09) 828 9015 and follow the above steps to be issued a Modere credit in the amount of the original tender paid if the merchandise is returned within 15 days from the date of purchase.