

## **North Harbour Hire**

### EXCHANGE & RETURNS POLICY

Please note, the following information only applies to orders from our Online Shop website. Products purchased from our shop at 646 East Coast Road should be returned directly to the shop from which they were purchased.

All return rights under the CGA apply.

All return requests must be received within 14 days from the date of purchase.

Returned items must be in original condition and not used.

To lodge an exchange and/or return request, you must inform us on Tel: 09 478 9480, email: [info@nhhire.co.nz](mailto:info@nhhire.co.nz) of your decision.

Discounted items, including items marked SALE or Promotion can be returned for an exchange or online store credit, but cannot be returned for a refund.

Shipping charges are not refundable unless the item is incorrect or faulty.

Free returns option is available if return items are returned to our store at 646 East Coast Road.

North Harbour Hire Ltd is not liable for the loss of items being returned. We recommend using a traceable delivery method and taking note of your tracking number or to take the product to our store at 646 East Coast Road, Pinehill, Auckland 0630