



NOT COOL FORM

MR VINTAGE RETURNS & EXCHANGES

Sometimes things don't work out. You bought something you thought you liked, but you don't; or it doesn't fit; or the parcel fell in a puddle; or maybe we accidentally sent you the wrong thing – either way, it sucks. That's why we offer 30 day returns.

We want you to be happy. We will correct any genuine errors, faulty or damaged product, but we can't return or exchange sale items, gift cards, used goods, or face masks unless they are deemed faulty. Items for return or exchange must be unused and in original packaging. Complete the form below, return it to us, and we will do our best to make things right.

TELL US WHAT'S WRONG

1

I need to:

- REPLACE
- EXCHANGE
- REFUND
- GET A CREDIT

2

Because:

- I CHANGED MY MIND
- IT DOESN'T FIT
- IT'S FAULTY or DAMAGED
- IT'S NOT WHAT I ORDERED
- OTHER: _____

THE ORIGINAL ITEM/S I ORDERED

3

ORDER NUMBER	QUANTITY	PRODUCT NAME

THE ITEM/S I WANT INSTEAD

4

PRODUCT NAME	SIZE (if applicable)	QUANTITY

SHIPPING AND ADDITIONAL CHARGES

5

If we made a mistake, or an item arrived damaged or faulty, we will cover your postage costs and exchange your item free of shipping charges.

For any other reason, you pay the return postage costs and also incur a \$5 re-shipping charge to re-deliver the item back to you.



IF WE PAY SHIPPING COSTS:

Complete the form above, then send it to:

email help@mrvintage.co.nz, or
call +64 9 892 5768

PAYMENT DETAILS FOR RETURN SHIPPING

CARD HOLDERS NAME

CREDIT CARD NUMBER

EXPIRY

CVV

QUESTIONS OR HELP? EMAIL help@mrvintage.co.nz **or CALL** +64 9 892 5768