

# RETURN OR EXCHANGE REQUEST

NUTRIMETICS AUSTRALIA PTY LTD

**PLEASE MAIL ALL RETURNS TO THE BELOW ADDRESSES:**

Nutrimetics Australia Pty Ltd 19 Brenock Park Drive, Ferntree Gully VIC 3156 **OR**  
 Nutrimetics International New Zealand Ltd 24 Lorien Place, East Tamaki, Auckland 2013

Completed form must be submitted with all product returns.  
 The Order Number must be provided under Section 1 of this Form,  
 otherwise the return will be processed only at Nutrimetics discretion.  
 If you have any other queries regarding a return or exchange, please  
 contact our Consultant Support Centre:

**Australia:** Free Call 1800 802 151 **New Zealand:** Free Call 0800 403 503

CONSULTANT NAME:  ACCOUNT NO:

STREET ADDRESS:  SUBURB:

STATE:  POSTCODE:  CONTACT NO:  DATE:  /  /

EMAIL:

IF RETURNING PRODUCT FOR EXCHANGE OR REPLACEMENT, COMPLETE SECTIONS 1 AND 2  
 IF RETURNING PRODUCT FOR CREDIT, COMPLETE SECTIONS 1 AND 3  
 CONSULTANT PAYS FOR POSTAGE UNLESS PRODUCT IS FAULTY, CAUSES IRRITATION OR IF IT IS A NUTRIMETICS ERROR.\*  
 \*Nutrimetics reserves the right to charge a Consultant's account for any misuse of the Reply Paid service.  
 Inappropriate use of this service may result in a charge of postage costs.  
**Please ensure that you ask the Post Office for a TRACKING NUMBER as Nutrimetics take no responsibility for returns not received.**

SECTION 1: PRODUCT RETURNED					TRACKING NO. <input type="text"/>				
RETURNED STOCK NUMBER	QTY	ORDER NUMBER	DATE PURCHASED	RRP PAID	YOUR REQUEST (Please tick)			REASON FOR RETURN (Refer to codes below)	EXPLANATION (Please be specific e.g. faulty lid on product, please also indicate if product has been used.)
					CREDIT	EXCHANGE	REPLACE		

SECTION 2: EXCHANGE OR REPLACE REQUESTED			
REQUESTED STOCK NUMBER	DESCRIPTION	RRP TO BE CHARGED	QTY

IF YOUR CHOICE OF PRODUCT IS UNAVAILABLE?

**Note:** If not completed, we assume **YES** for both.

Substitute with a similar product or flavour? YES  NO

Out of stock item to be placed on back order? YES  NO

**SECTION 3: CREDIT REQUESTED**

Please credit my Nutrimetics account – any credits can be used in future orders.

Please credit my Bank Account No.  Minimum amount (\$10)

Mastercard  Visa (Please tick)

Card No.

Name on card

Expiry Date  /

**NOTE: Credit Card refunds** can only be paid to the Credit Card that was used on the original order.

RETURN CODES					
Back-Order not required	RBO	Not received – keying error	RKE	Packaging Leaking	RPL
Duplicate order	RDO	Kit Upgrade	RKU	Product Received Damaged	RRD
Discontinued	RDP	Customer order cancelled	ROC	Product Performance Unsatisfactory	RPU
Incorrect non colour product	RIP	Price Adjustment	RPA	Substitute not required	RSB
Incorrect colour product	RIC	Warehouse Picking Error	RPE	Specials Keyed Incorrectly	RSI
Irritation from Product	RIR	Packaging Faulty	RPF	Stock Kit	RSK

**OFFICE USE ONLY**

ADJUSTMENT NOTE NO.

**OFFICE USE ONLY**

TAX INVOICE NO.

## RETURN & EXCHANGE POLICY

Nutrimetics Australia Pty Ltd is committed to providing the highest quality of product and service to our customers. Our commitment to excellence in manufacturing, coupled with our continuing research, enables us to support Consultants and customers alike with a Product Guarantee that is built on trust and goodwill.

In keeping with that spirit, the following represents the policy for returning merchandise:

- Products must be returned for exchange or credit within 60 days of purchase, and must be presented with a proof of purchase (a copy of the original Tax Invoice or provision of the applicable Tax Invoice number) and a completed Return or Exchange Request Form. Failure to ensure your Return or Exchange Request Form is completed accurately may result in a delay of the processing of your exchange or credit.
- Products can only be exchanged for current prices.
- To receive full credit, duplicate orders, and Kits must be returned with products unopened.
- No more than two replacement parcels will be sent to a Consultant before the Consultant will be asked to provide another ship to address or to retrieve the order directly from the post office/courier drop-off points.
- In order to exchange or credit a set, all components must be returned.
- Nutrimetics reserves the right to refuse to exchange or credit requests when returns are excessive and/or the policy has been manipulated or abused.
- For reasons of hygiene, Nutrimetics does not offer exchange or credit on Jewellery.
- Nutrimetics does not offer exchange or credit on literature items, sales aid materials, clearance items, jewellery (for hygiene reasons), Super Offers, or products received as part of the Hostess Rewards or Product Rebate Programme and Bonus Gift. Any large returns, however, should include the return of appropriate Product Rebate and/or Hostess Rewards received on that order. Please choose carefully when ordering.
- Incentives and Promotional items achieved as a result of the sales for the qualifying period must be returned at the same time as the return request. If goods are not returned, we will contact you to request the return of Incentives and or Promotional items and if goods are not received within 15 days we will charge your Nutrimetics account the Retail Value.
- Nutrimetics reserves the right to deduct from any such refund the amount of Volume Rebate and Bonuses paid on the BV of returned products and adjust qualification BV as appropriate.
- The acceptance of any returned product will be at the discretion of Nutrimetics. All unused products are expected back in a resaleable condition. **All used products are to be no more than half used.**
- It is your responsibility to ensure products returned are received in good order. Please ensure returned products are in protective packaging to minimise damage.