



COSMIC

RETURNS FORM

If you're not happy with an item you purchased online, you can return it for exchange, credit or refund.

Items that cannot be returned are:

Piercing jewellery / Consumable items including beauty products and cosmetics / Clearance/sale items
Gift Cards / Any products that are no longer in sellable condition due to being worn, washed, or packaging and tags being removed.

Returns are easy! Here's how:

- Print and fill out this form.
- Enclose the completed form with your item/s and return to:

Cosmic Returns
10 Lismore Street, Waltham
Christchurch, 8011.

Alternatively you can take this form along with your item/s to the nearest Cosmic store for further assistance. From receipt of your order, you have 14 days to return items with proof of purchase provided they are in sellable condition and have not been used, worn, washed, and have all of the garment tags or packaging intact.

Details:

Name

Contact Phone Number

Order Number

What would you like to do?

- Exchange for another size/item (please specify)
- Receive an online credit
- Be refunded

Product Description (one per line)

Return Code

- 1
- 2
- 3
- 4
- 5

Return Code: 1 - Doesn't fit 2 - Faulty 3 - Not as pictured online 4 - Other (please specify)

Please contact us before returning an item purchased using Laybuy. For our full return policy, visit www.cosmicnz.co.nz/returns. For further assistance with returns please call 0800 COSMIC (267642). Goods are returned to Cosmic at your own expense unless the item is faulty, defective or is an incorrectly sent item in which case please contact us first on 0800 COSMIC (267642). We reserve the right to refuse a returned product that is no longer under warranty, damaged by the recipient due to lack of care or disregard of care or washing instructions. Accepted returns will be confirmed via email and refunded via the original transaction method.

