

# LOTZ OF POTZ HYDRO

## REFUNDS AND RETURNS

Lotz of Potz Hydro places a high value on customer satisfaction and we are happy to assist with after sales support on our products. In the rare event that something has gone wrong, don't worry, we've got you covered.

Our returns policy is in addition to your consumer and other legal rights protected under New Zealand law.

Please inspect all products when first receiving them. Do not sign for courier deliveries unless you are satisfied that the shipment has not been damaged in transit. This applies regardless of the courier or incoterms.

Please contact us by [email](#) if you wish to return anything to us for any reason. We will issue a return merchandise authority (RMA) number to authorise the return. We cannot accept and take no responsibility for goods returned without an RMA number. The cost of shipping returns to our store in Palmerston North is met by the customer.

If a product is returned and accepted as covered under warranty then a replacement will be shipped free of charge. If a product is returned and not accepted as covered by warranty then the item can be returned to the customer once shipping costs are paid.

If a warranty claim is accepted in respect of a product that cannot be replaced with the same product, we may agree to replace with a like for like equivalent product or issue a store credit.

We do not automatically authorise the return of merchandise that is unwanted or no longer required. We will consider each proposed return of unwanted goods on a case by case basis and will try to help where we can.

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