



# Betacraft Returns Form

**RETURNS FORM:** Please read below conditions for returning garments.

Betacraft is committed to providing quality products to our customers. If for any reason you are not satisfied with a product supplied by Betacraft, feel free to return it to Betacraft within 30 days in its original condition and Betacraft will replace\*, refund\* or exchange\* items purchased.

For any repairs or warranty claims, download the form at [www.betacraft.co.nz/warrantyclaimform](http://www.betacraft.co.nz/warrantyclaimform)

**CUSTOMER DETAILS:** Please fill in your details below.

Customer Name:

Order Number:

Contact Number:

Delivery Address:

**RETURN DETAILS:** Please fill in details below and include this portion with your returns parcel.

Style No	Description	Size	Colour	Qty	Return Code	Refund (Please Tick)	Replacement (Please Tick)	Comments (Applies to code 24,27,28)

**RETURNS CODE:** Please select the main reason for your return.

**STYLE NOT RIGHT:**

- 10 – Colour
- 11 – Fabric too light
- 12 – Fabric too heavy
- 13 – Styling / trims
- 14 – Uncomfortable
- 15 – Neckline / collar

**SIZE NOT RIGHT:**

- 16 – Too long
- 17 – Too short
- 18 – Too wide
- 19 – Too narrow

**QUALITY:**

- 20 – Poor workmanship
- 21 – Poor fabric quality
- 22 – Item shrinkage
- 23 – Item stretched
- 24 – Faulty on arrival
- 25 – Colour / fading

**OTHER:**

- 26 – Received too late
- 27 – Wrong item sent
- 28 - Other

**PROOF OF PURCHASE:** Proof of purchase must be enclosed for any action to be taken.

- My proof of purchase is enclosed
- My proof of purchase has been emailed to sales@betacraft.co.nz

**NOTES / SPECIAL INSTRUCTIONS**

\*For full terms and conditions of Betacraft returns policy please visit [www.betacraft.co.nz/returnpolicy](http://www.betacraft.co.nz/returnpolicy)