

BE CONFIDENT ABOUT RETURNS!



Taking a product back

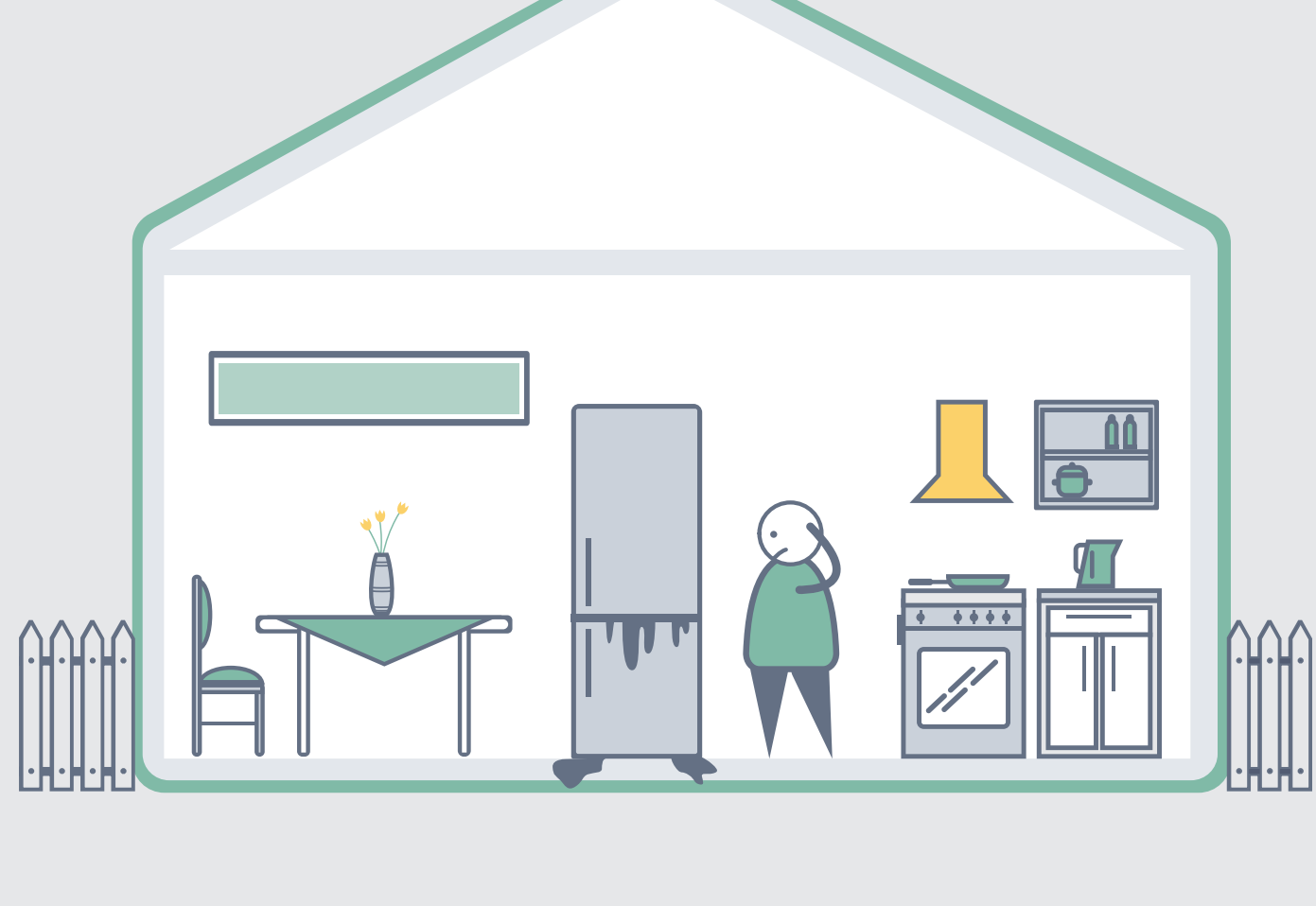
Most businesses want you to go home happy — but sometimes there is a problem with a product you buy. Use this guide to understand when you can go back to the store to get a remedy for the issue.

This guidance applies if you purchase something from a business. This includes secondhand stores and online retailers based in New Zealand too.

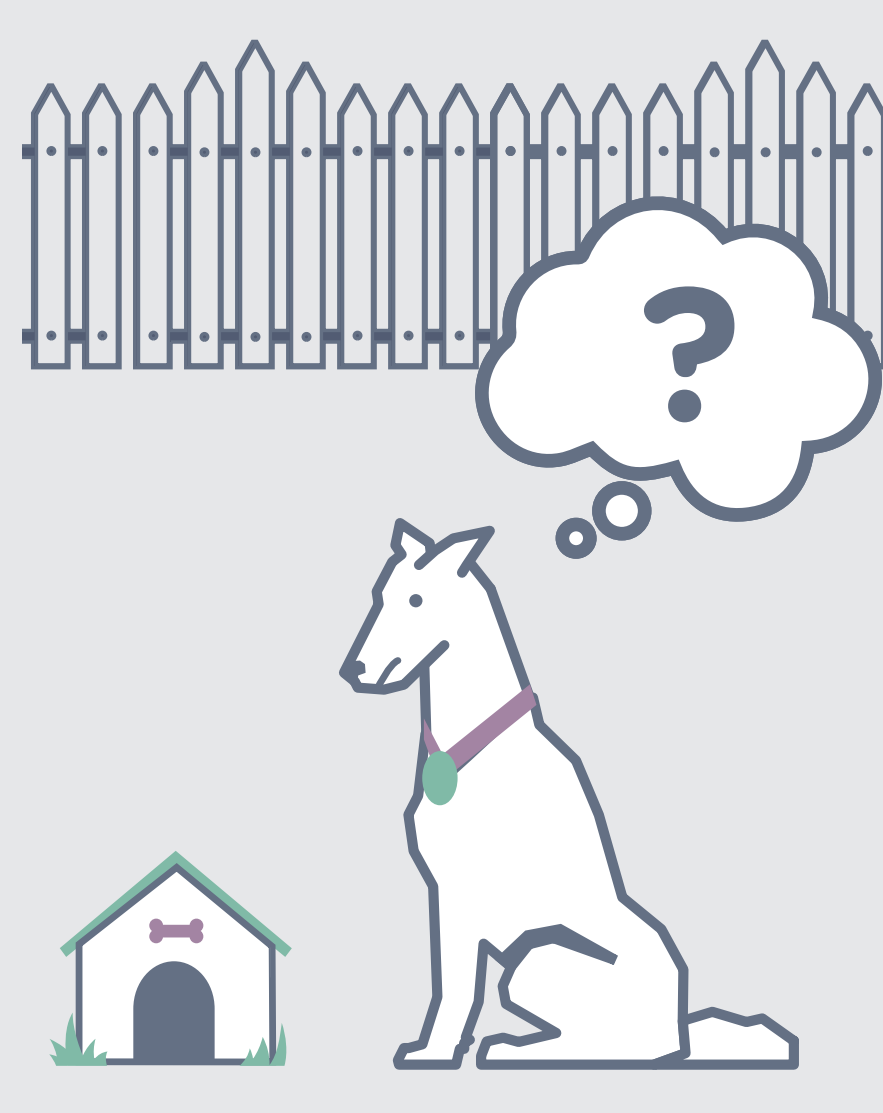
If you buy from a business for personal use...



But the product you purchase...



Is faulty or broken — and you didn't cause it

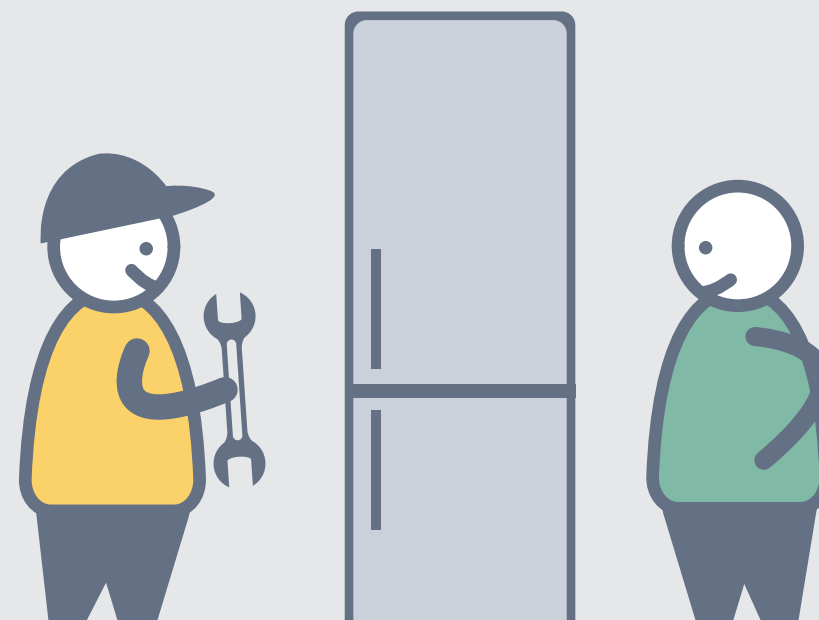


Isn't fit for the purpose you told the seller about

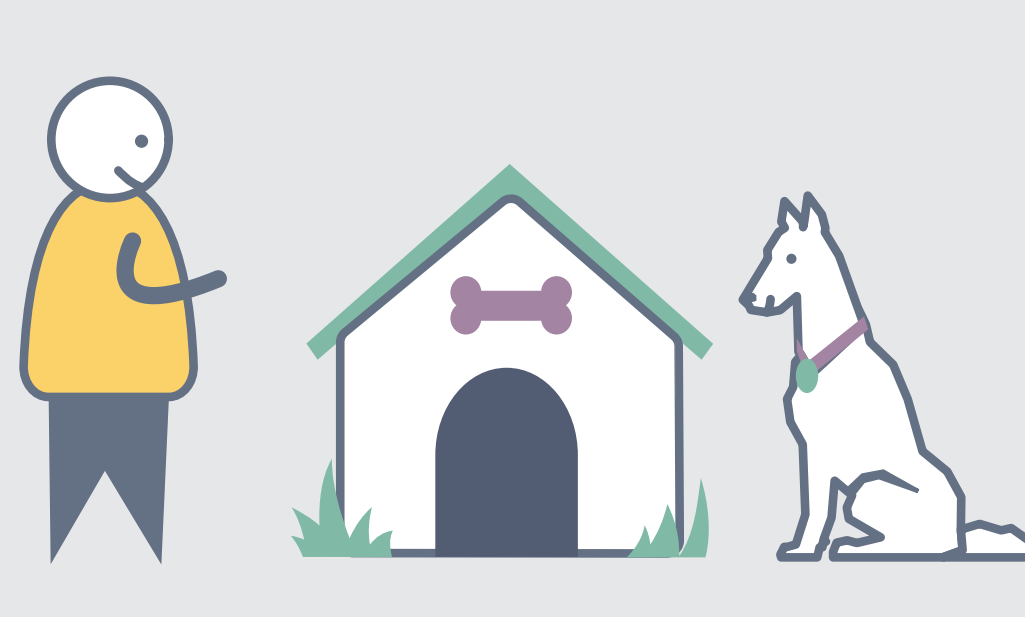


Doesn't do what the seller or the advertisement said it would do

Then you can go back to the business and seek a...



Repair



Replacement



Refund