

FEDERATED FARMERS OF NEW ZEALAND INC

RETURNS POLICY

Consumer Guarantees Act 1993

The Consumer Guarantees Act sets out minimum standards for goods sold by Federated Farmers. The customer has the right to a repair, replacement or a refund where it can be established that goods sold are deficient or faulty.

Fair Trading Act 1986

The Fair Trading Act is designed to protect a customer from being misled, either intentionally or unintentionally. This applies to all aspects of the promotion and sale of goods and services including: pricing; where the product was made; where the product is from; the meeting of New Zealand safety standards; availability of products in store and the sales techniques used. The Commerce Commission enforces the Fair Trading Act 1986.

Procedures

There are two options available for our customers who would like to return a product. Please note that the product must be returned in resalable condition unless faulty or deficient. Packaging must be intact and labels attached.

1. **Exchange:** If a product is unsatisfactory, we can offer to exchange it for another one (i.e. a different size or colour etc) or another product of the same value. Generally proof of purchase is required in order to get an exchange, although we may waive this requirement if we believe we have sold the product.
2. **Money Back Guarantee:** If we cannot repair or replace the item, a refund will be made.

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