



40 Firth Street, Drury  
P O Box 122 Takanini 2245  
Phone: (09) 869 4587

## Returns Policy

If you are not 100% satisfied with the items you have ordered, please email us at [sales@filterpro.co.nz](mailto:sales@filterpro.co.nz) and let us know the reasons for your dissatisfaction. If you return your order to us within ten days of receipt, unused, with the goods undamaged and in their original packaging, we will be happy to offer a refund or exchange the goods for another item.

All returns are subject to a 15% handling fee

### ***Please Note:***

- We will not refund your return freight costs.
- We will only accept goods returned with prior notification through correspondence with our sales department at [sales@filterpro.co.nz](mailto:sales@filterpro.co.nz)
- We can only accept items returned if they are within their original clean packaging.
- The original invoice must accompany the returned item.
- We will not accept returns from countries outside New Zealand.
- All returned goods must be sent to Filterpro Limited, 40 Firth Street, Drury
- Shipping and/or delivery charges will not be refunded.
- Filterpro will not accept returns for any non-faulty item that has been used.
- Filterpro does not accept returns due to normal wear and tear on used items.
- We cannot guarantee that we will be willing to accept the item for return or exchange if you do not contact us via email within ten days of receiving your goods.
- We strongly advise all customers to check goods thoroughly upon delivery before removing any attached packaging or tags.

## Transit Damage

All goods must be checked on arrival and if damage is done in transit we must be notified of this within 24 hrs of arrival with photos for a refund or replacement to be arranged.

## Exchange Policy

Please note each item purchased is quality control checked prior to being sent out.

In the event of an exchange, items are subject to product availability. The customer will incur any shipping costs for returning items to be exchanged. We can only exchange subject to our stock availability. All exchange enquiries can be made by contacting [sales@filterpro.co.nz](mailto:sales@filterpro.co.nz) with EXCHANGE in your subject heading. Exchanged items can only be dispatched after the returned goods have been received (within fifteen days) and undergone a quality control check back at head office. Please be aware that you will incur an additional freight charge for the delivery of the replacement item.