

# Visitors' Centre

Visit us for all of your graduation and University of Otago memorabilia



## Returns form

Please make sure that you contact us within 14 days of receiving your order first, via email: [visitorscentre@otago.ac.nz](mailto:visitorscentre@otago.ac.nz) or phone: 64 3 479 5323. Then complete this form and attach it with your item(s) and mail it to the address below:

University of Otago  
Visitors' Centre  
Corner of Cumberland and St David Streets  
North Dunedin  
Dunedin 9016  
New Zealand

DATE OF ORDER \_\_\_\_\_

ORDER NUMBER \_\_\_\_\_

Please follow these steps after contacting us to arrange your return.

Write the product details as it appears on your receipt, enter price, mark the exchange or refund field and select one of the reason codes. If the incorrect item/s or size has been received please mark the exchange field and fill out the replacement size or item required. This form must be included with the item/s returned.

PRODUCT	PRICE	EXCHANGE	REFUND	REPLACEMENT SIZE	REASON*

### Your contact details

NAME	
PHONE	
ADDRESS	
EMAIL	

### \* Reason codes

- 1 Incorrect item(s) received
- 2 Item(s) damaged on arrival
- 3 Change of size

We accept returns of clothing for the purpose of exchange or garment fault. With all other University memorabilia items we only accept returns for faulty items. Returns or requests for returns must be made within 14 days of receiving your order. In order to be returned or exchanged the item/s must be unworn, in their original condition, with all tags still attached and with a copy of the original receipt. A request for return form must also be printed, completed and attached with the goods. Any item/s that have been worn, altered or damaged will not be exchanged, credited or refunded.

The shipping costs of returning or an exchanging an item/s is at your own expense. We will only pay the return shipping costs if the return is our error or an item is faulty. Please email [shop@otago.ac.nz](mailto:shop@otago.ac.nz) to arrange this. If you are shipping an item over \$75, you should consider using a traceable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.