

RETURNS POLICY

General

- a) Goods supplied in accordance with the Customer's order ("Goods") can only be returned with the express approval of PacCon Floral. Requests to return Goods must be submitted within 5 working days from date of Delivery (unless defective – see below) and the original invoice number must be quoted.
- b) Following approval to receive the return of the Goods, the Customer must within 5 working days provide to PacCon Floral evidence that the Goods are in transit, such as a third-party courier reference number. If the Customer is returning multiple packages, then the evidence must be provided for all packages. PacCon Floral recommends that the Customer uses a trackable method and keeps the details secure.
- c) Goods to be returned must be returned directly to PacCon Floral's head office at the address below:
- PacCon Floral
39 Richard Pearse Drive
Mangere
Auckland 2022
- d) All refunds and credits are limited to the purchase price paid for the Goods.
- e) Subject to any express provisions in this Returns Policy to the contrary, the cost incurred by the Customer for the return of all Goods for whatever reason including all insurance, packaging and freight is at the Customer's expense and is not creditable or refundable.
- f) Providing the goods to a PacCon Floral Sales Representative does not constitute a return and the Customer remains liable for any freight costs that may be incurred in returning the Goods to the address above.

Defective or Incorrect Orders

- g) If PacCon Floral approves the return of Goods due to a defect or an incorrect order then the packaging and freight to be credited or refunded to the Customer if on inspection of the Goods PacCon Floral in its sole discretion deems the return to be a legitimate defect or incorrect order. If on inspection of the Goods PacCon Floral deems the return to be a legitimate defect or incorrect order then the Customer will be offered the choice of a refund or credit up to the value of the purchase price subject to these terms.
- h) Any recompense for a defect (by way of credit, replacement or refund as applicable) will only be considered where:
- The Goods have not been misused, abused, neglected, altered, modified or repaired by anyone;
The Goods have not been used for trade, professional, or hire purposes;
The Goods have not sustained damage through foreign objects, substances or accident;
The Goods have been subjected to unauthorised maintenance or handling.
- k) Goods specifically imported, procured or manufactured on behalf of the Customer can only be returned on such terms and conditions as PacCon Floral may agree.