

Horoeka House LTD
P.O. Box 16291
Tauranga 3147
orders@horoekahouse.co.nz
www.horoekahouse.co.nz



Terms & Conditions Of Our 10 Day Money Back Guarantee

- All new non-clearance sale items unless otherwise stated at the time of the sale may be returned within 10 days of your receipt of them.
- Items returned for a refund must be undamaged, un-used and in original condition and packaging.
- Refunds will be paid within 2 working days of the goods received by us.
- Refunds will be paid back to you via the method that you originally paid for the goods. (Internet Banking, Pay Now, or Pay Pal.)
- All shipping & handling charges are not refundable unless the item is damaged, faulty, Incorrectly listed, or the wrong item has been sent to you. If this is the case please email us at orders@horoekahouse.co.nz
- For damaged or faulty items, your product will be repaired, replaced or refunded.
- Please check your parcel for any signs of damage during transit before signing the courier receipt.
- If your parcel has obviously been damaged during transit, please do not accept or sign for the parcel, and contact us as soon as you are able to let us know what has happen. If you are able to photograph the parcel please do so.
- If your parcel shows no obvious sign of damage during transit but does after you have signed for and opened it, please contact us within 2 days of your receipt of the parcel so that we may lodge a claim with the delivery company.
- **We do our best to carefully check all items before dispatch, however if your item is damaged or faulty in some way please let us know as soon as possible so that we may correct the situation.**
- All Returns must include a completed Return Form. A Return Form is sent out with all orders. A Return Form can also be downloaded from our Horoeka House website at <https://horoekahouse.co.nz/>
- Return Parcels can be posted back to:

Horoeka House Limited
P.O. Box 16291
Tauranga 3147

Any Concerns, Questions Or Problems With Your Order Please Contact Us.