

Refund Policy

All refund rights under both New Zealand law apply.

*SMK NZ Ltd (Business Number/9429045892400) Trading as SMK Rotorua
Operating in New Zealand with NZ Dollars as a New Zealand Operated Business
Head office
40 Tuwharetoa Street and 25b Stanley Street
Taupo, 3330
New Zealand
(021) 132 1475
rick@smk.co.nz*

*With our Outlet operating from
Trade Central
Unit 11
1550 Amohau Street
Rotorua
(021) 1321475
rotorua@smk.co.nz*

Our products come with guarantees that cannot be excluded under the NZ Consumer Law. Refunds are not however an automatic right. We don't have to give you a refund if you:

- change your mind
- buy the wrong product
- buy the wrong flavour, size or type

We may still offer refunds in these situations, however this at our discretion and not a legal requirement.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have a product replaced if it fails to be of acceptable quality. If the failure is minor, we reserve our right to offer to replacement only. We reserve the right to not offer a refund or an exchange coupon.

We will provide you with an exchange voucher, refund (refund will be provided using original payment method) or replacement where:

- The product is not of acceptable quality, or
- The product is not fit for its intended purpose, or
- The product does not match the sample or our description; and

You can present a receipt or other adequate proof of purchase. We reserve the right not to offer an exchange voucher, refund or replacement where we deem the product sold to be of acceptable quality.

Proof of Purchase

Returns, refunds, exchanges or replacement requests must be accompanied by any one of the following proof of purchase documents:

- Original mobile app receipt (no photocopies accepted)
- Original point-of-sale (POS) receipt

- Financial Statement (i.e bank statement, credit card statement)

You will be asked for information that is relevant to your return or to satisfy legislative requirement. If you do not provide this information, then we may be unable to process your return. When returning products with proof of purchase, you may be asked for your contact information and your signature as authorisation of the return transaction.

Information collected will be securely stored in accordance with the relevant **Privacy Policy Act**