

Instructions: PRO-d PRODUCT RETURN FORM

IMPORTANT: To ensure your refund is granted, you must follow the instructions below:

1. Call **Customer Services** on **0800 222 655** to authorise your return.
2. Once authorised, you will be issued a **Product Return Number** by Customer Services.
3. Please complete all sections of the 100% money back guarantee form below, including the product return number issued to you by Customer Services.
4. Courier your completed form, invoice, together with all product & packaging (even if all the formula has been consumed) to **Puraz Health Ltd, 8 Langstone Lane, Northcote, Christchurch**. Product must be shipped in a signature required courier bag & returned to Puraz™ within 30 days of your invoice date. Remember, it is your cost/responsibility to ensure product is received by Puraz™ (we will not refund lost or missing items). In the event that product has already been returned to Puraz™ you'll still need to complete this form to have your refund processed. All returns must be in accordance with the terms and conditions overleaf.

Product Details

Batch Number:	Expiry Date:
Invoice Number:	Product Return Number (PRN): (Please call us on 0800 222 655 if you do not have a PRN)

Customer Details

Name:	Home Phone Number:
Mobile Number:	Address:
Email Address:	Postcode:

Product Experience

How long have you taken this product for?
At what dose?
Reason for return:
[Continue overleaf if more space required]

Thank you for trialling PRO-d. Puraz Health is a family run company always looking to improve. If you have any other feedback please provide overleaf.



Terms & Conditions

- This 30 day money back guarantee applies to Puraz™ PRO-d only, not to other Puraz™ products.
- Returns must be received within 30 days of purchase.
- All remaining product and packaging (even if all product has been consumed) must be returned together with the completed guarantee form and customer invoice.
- Customers are responsible for return shipping costs. Puraz™ is unable to refund any lost or undelivered returns. It is the customer's responsibility to ensure the returned item is received by Puraz™. The customer must ship the return using a signature required courier service.
- Cheque, money order, or direct debit purchases will be refunded by cheque, credit card purchases by refunding the credit card.
- The money back guarantee is only eligible on the Customer's first container of the product. Any subsequent orders after these are not eligible for a refund.