

## Returns Policy

It is Toomac Solutions intention to provide the highest quality garments to our Customers.

If you are dissatisfied with the quality of a garment, please contact us as soon as possible (no later than 14 days from receipt of garment), either by email to [juzo@toomac.co.nz](mailto:juzo@toomac.co.nz) or by phone to 09 443 5347.

We may ask you to return the goods to us for inspection, with a copy of the Packing Slip or receipt. We will check the garment and, if it is faulty, we will provide a replacement garment or, if this is not possible, we will provide a refund including the cost of freight.

Although we will meet our obligations under the Consumer Guarantees Act, please note that we cannot provide a refund or replacement garment in the following circumstances:

- You have changed your mind
- The garment has been damaged after you received it (you have damaged it accidentally, or on purpose)
- You have not followed our advice on taking care of the garment, e.g. washing instructions, donning/doffing instructions (all garments are sold with full care and wear instructions).