

Please follow these steps to return your online order

1. Enter the details of your item indicating whether you want an exchange or refund
2. Send your items, along with this form to:

Online returns
Kathmandu
33 Kennaway Rd
Woolston
Christchurch, 8023
NEW ZEALAND

Reason code:
WRS: Wrong size
WRC: Wrong colour
INS: Item not suitable
DAM: Damaged on arrival
DEF: Item defective (give details)
DES: Not as described
WIR: Wrong item received
LAT: Late arrival

3. Please allow 14 business days for us to receive and process your return.
Processing times for exchanges or refunds may take longer during sale periods.

Qty	Product code	Description	Refund (tick)	Exchange (Tick)	Replacement size	Replacement colour	Reason code / comments

Order number (not receipt number) Name

Order date Address

Phone number

Email

Signature

Date (Do not include your credit card details on this form)

If you have your packing slip, please attach here
(it allows us to process your return more quickly)