

## Garment Assessment Form

It is important that you fill out all of the information as thoroughly as possible to ensure that your garment can be assessed quickly and efficiently.

Please indicate on the drawings below the area for inspection.

Date: \_\_/\_\_/\_\_

Customer Name: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Phone: ( \_\_ ) \_\_\_\_\_ Date of Purchase: \_\_/\_\_/\_\_

Age of child using the Go Go Bag™? \_\_\_\_\_

Is this the sole sleeping bag? Y/N

### GARMENT INFORMATION

Number of times the Go Go Bag™ is used in a 24 hour period:  
 (eg twice during the day and once through the night?)  
 \_\_\_\_\_

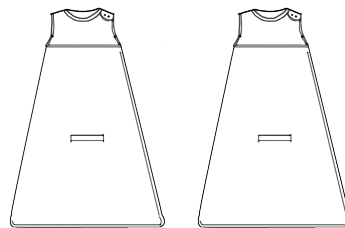
#### Washing use:

Fabric wash used? \_\_\_\_\_

Wash cycle used? \_\_\_\_\_

How often is Go Go Bag™ washed in a monthly period?  
 \_\_\_\_\_

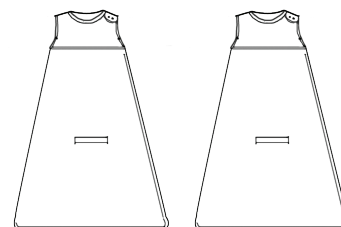
OUTSIDE



FRONT

BACK

INSIDE



FRONT

BACK

### I AM RETURNING:

Order No:	Product name:	Desired action: (please circle)	Reason Code:
		Replace Refund Exchange Store credit	
		Replace Refund Exchange Store credit	
		Replace Refund Exchange Store credit	

Explanation of reason for returning (i.e - where/what fault is):  
 \_\_\_\_\_  
 \_\_\_\_\_

Reason Codes:

**WO** (Wrong item ordered) **CM** (Changed mind) **AD** (Arrived damaged) **WS** (Wrong product shipped)

**DM** (Defective merchandise) **DS** (Duplicate shipment) **OT** (Other)

If paying by credit card please fill in the following:

Credit card# \_\_\_\_\_ Signature \_\_\_\_\_

Name on card \_\_\_\_\_ Expiry date \_\_/\_\_/\_\_

### RETURNING YOUR PURCHASE

You may return any item for a refund or exchange, within 90 days of receiving the shipment. The item(s) must be unused and in resalable condition, as determined by Merino Kids™ (this does not include items that have been washed in any way, dried in a dryer, damaged/stained in any way or that smell of smoke or any other odour). Refunds are issued either by cheque or credit card within 10 - 20 business days of receiving your return. Merino Kids™ do offer a six month manufacturers warranty on their Go Go Bags™. If you believe your Go Go Bag™ to have a manufacturing fault and it is within the six month period from the purchase date please return for an assessment as soon as the fault is noticed, along with proof of purchase and completed returns form.

#### To return an item(s) please follow these steps:

1. Fill out this sheet and return this form with the product. You may want to make a copy for your records.
2. If you want to exchange an item, you will incur a \$5.00 re-shipping charge\*. This can be payable by including a cheque with your return package or by credit card, by filling out the necessary information at the bottom of the page. Our return address is:

Merino Kids™, 155 Jervois Road, Herne Bay, Auckland

\*Merino Kids™ will pay the shipping for order inaccuracies and defective merchandise, provided that the damage was not caused by the customer.

Please note that once the garment is assessed we will contact you. If it is repaired by Merino Kids™ you may be charged a \$20.00 fee for the service, this will depend on the assessment. You will need to allow up to 2 weeks for any repair work carried out by Merino Kids™.

OFFICE USE	Name:	Assessment:	Details:	Date: