

## Soigneur.co.nz – Warranty and Guarantees

### Warranty Policy

While the Consumer Guarantee Act and Fair Trading Act provide the basis for [soigneur.co.nz](http://soigneur.co.nz) returns policy, we in fact go above and beyond the expectation of these two statutory laws. soigneur has a 12-month money back guarantee with printed proof of purchase. For a product to be returned under our policy, that product must be in a resalable condition unless faulty or otherwise defective. It's this policy that provides you peace of mind while shopping at [soigneur.co.nz](http://soigneur.co.nz)

### Consumer Guarantees Act 1993

The Consumer Guarantee Act sets out minimum standards for goods sold by soigneur. In the event that goods sold are not of good quality or are faulty, the customer has the right to a repair, replacement or a refund.

### Fair Trading Act 1986

The Fair Trading Act is designed to protect the customer being misled, either intentionally or unintentionally. This applies to all aspects of the promotion and sale of goods and services including: pricing; where the product was made; where the product is from; the meeting of New Zealand safety standards; availability of products in store and the sales techniques used. The Commerce Commission enforces the Fair Trading Act 1986.

### Procedures

There are five options available for our customers who would like to return a product -

#### 1. Exchange

If a product is unsatisfactory, we can offer to exchange it for another one (i.e. a different size or colour etc) or another product of the same value. Proof of purchase is required in order to get an exchange. Please note, as mentioned above, products returned or exchanged must be in a resalable condition with packaging intact and all labels etc returned with the item, also exchanges are not available on items of apparel that have been worn, except where the product is deemed faulty.

#### 2. Money Back Guarantee

Our money back guarantee is a key aspect of our business. If a customer has proof that they purchased the goods from our website within the last 12-months, and providing we cannot repair or replace the item, they may obtain a refund.

#### 3. Credit Note

The issuing of credit notes provides an alternative to a refund or exchange. These credit notes can be used to purchase anything from the [soigneur.co.nz](http://soigneur.co.nz) online store. Credit notes can not be exchanged for cash and will not be generated for amounts less than \$5.00.

#### 4. Repairs

If the returned product is still under warranty then the repair will be at our expense. If the product is out of warranty, then we can still have the product repaired, however, the cost of the repair will be charged to the customer.

#### 5. Soigneur products are guaranteed against failure or defect for 12 months after purchase.