

Thank you for shopping with us!

If your online order is not quite right, you can return eligible items for a refund within 30 days of receiving your order. Refunds will be processed back to the original payment method used to place your order.

If you need help or have any questions, please contact our Customer Care team at customercare@pagani.co.nz.

HOW TO RETURN ITEMS:

- You can return your item in original condition within 30 days of receipt.
- Please send back this completed form with your items and ensure that all areas are correctly filled in to ensure a speedy return process. Please ensure that items are in original condition and are packaged securely. Pagani are not liable for the loss of an item being returned. Package your parcel, affix postage and send to the address below.

CUSTOMER DETAILS Order No _____ Order Date _____ Name _____ Phone _____ Email _____ Address _____ _____ _____ Post Code _____	RETURN OPTION (please tick one) ☐ Gift Card ☐ Refund ☐ afterpay REASON FOR RETURN CODES 1.Change of mind 2.Wrong size 3.Incorrect item sent 4.Faulty* *Please describe fault details below (if applicable) _____ _____
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ITEMS YOU ARE RETURNING

Style No.	Description	Size	Colour	Reason Code

PLEASE NOTE:

- We no longer offer exchanges for online orders. Please return your item for a refund and place a new order if you need a different size, colour or style.
- Sale items can be returned for a refund, provided they meet our return conditions.
- Items marked as Final Sale cannot be returned, refunded or exchanged unless they are faulty.
- For hygiene, health and safety reasons, we cannot accept returns on earrings, swimwear, hosiery, shapewear, bodysuits, underwear, undergarments, jewellery, hair accessories or fragrances unless they are faulty.
- Online orders can be dropped into any Pagani store with your returns form and invoice. Our store team will send your return back to the Web Store for processing. Refunds cannot be processed at the store counter.
- Afterpay online orders must be returned to our Web Store for a refund. Once processed, the refund will be applied to your Afterpay account.
- Original shipping costs are non-refundable.
- We reserve the right to refuse a return if the item is not in original condition, has been worn, washed, damaged, or returned without tags attached.

FREIGHT REFUND:

- Please note we do not refund return freight costs. If your item is faulty please contact customercare@pagani.co.nz and we will arrange return postage for you.

PLEASE SEND TO: PAGANI Online Store, 81a Portage Rd, New Lynn, Auckland 0600