

REFUND POLICY – 9 DECEMBER 2021

Our 100% money-back guarantee is offered in the following circumstances:

- Goods received by you that are damaged on arrival, or that are incomplete in some form, provided that you notify us within 24 hours by email hello@lightandfast.co.nz or
- Where you have received the goods and you are not satisfied with the goods received, for any reason
- Where the goods received are the wrong size, dimensions or are not fit for purpose
- Where that product is able to be returned in the original packaging, with tags where relevant; where the product has not been taken or used outside
- Where requests for a refund are made within 48 hours of receiving your product.

Refunds are not offered in the following circumstances

- We do not offer refunds for change of mind purchases (except in accordance with our 100% money-back guarantee as detailed above)
- You have used your product in any capacity, in the outdoors or where there is noticeable wear and tear upon return.

LIGHT & FAST RETAIL PRODUCTS

Refunds are available for defective items, damaged items or for orders who arrive incomplete or with incorrect items and we will comply with our obligations pursuant to the Consumer Guarantees Act 1993. You must notify us immediately by emailing and including photos to hello@lightandfast.co.nz

Exchanges or returns for store credit are at the sole discretion of Light and Fast.

RETURNING AN ITEM

Returning your order is easy- simply email hello@lightandfast.co.nz to arrange how to post it back to us.

Want to exchange your order?

You can exchange your item in store, in accordance with our returns policy, and post it back to us for a refund and repurchase of the correct goods (if those goods are in stock).



Products should be returns to:

Online Returns
Light & Fast
231j Ramparts Road
Te Anau, 9679
New Zealand

We'd suggest you get tracking on your return as we don't take responsibility for things getting lost in the mail. Please note you will need to cover the cost to return the item to us.

Once you have a tracking number please update Light and Fast on the return with this info.

Please allow up to 14 days for us to process your return once it has been received by us. We may be on an expedition with our expedition company, Packrafting NZ. Your patience is appreciated.

PAYMENTS

Our websites are professionally hosted and operate in a secure environment. We use Stripe to process online orders. For information on our data quality and security please see our [Privacy policy](#).

HUMM

HUMM is available online via our e-commerce store and which allows you to pay for your purchases over *four equal fortnightly* payments with no interest or additional fees, provided you pay on time. For full terms and conditions please visit [HUMM](#). Light and Fast accepts HUMM purchases up to \$2,000.