



## Prey Returns Procedure

1. Completed all parts of this form, and email it back to [returns@prey.co.nz](mailto:returns@prey.co.nz) or print, scan and email it back to [returns@prey.co.nz](mailto:returns@prey.co.nz)
2. Package and return items with proof of purchase (in original box/packaging labels still attached if possible)
3. Ensure that the items being returned are packaged in a good quality carton and are sent via insured Courier Post Mail or Parcel Carrier.  
Returns need to be sent to the following address:  
**Prey Returns**  
Unit 3-4 / 18 Northpoint Street  
Plimmerton, Porirua 5026  
Wellington

Please keep your record/receipt of your return shipment until you have been sent your credit note, replacement or refund.

If you have any further queries or concerns, email us at [returns@prey.co.nz](mailto:returns@prey.co.nz) or call us toll-free on 0800 10 99 11. Please note, we can only make refunds onto the same card that was used for the original purchase.

## Customer Details

Your First and Last Name

Invoice Number

Your Email Address

Your Phone Number

Your Physical Address

## Exchange / Refund options

Goods have arrived:

Non-working

Damaged

I would prefer:

Exchange

Exchange requested is of a higher value to the one originally purchased

Refund

## I wish to return the goods listed below

| Product Code | Description | Colour/Size | Quantity | Unit Price | Total Price |
|--------------|-------------|-------------|----------|------------|-------------|
|              |             |             |          |            |             |
|              |             |             |          |            |             |
|              |             |             |          |            |             |
|              |             |             |          |            |             |

Reason for return

## I would like Prey to send me in exchange

| Product Code | Description | Colour/Size | Quantity | Unit Price | Total Price |
|--------------|-------------|-------------|----------|------------|-------------|
|              |             |             |          |            |             |
|              |             |             |          |            |             |
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