



Everything you need. Everyday. Everyway.

# Toops Returns Responsibilities

Toops take its responsibility to provide quality products to our customers very seriously. We stand behind our products 100%. In the rare cases where the products sold do not meet the requirements of existing legislation, such as the Sales of Goods Act, you have your rights protected under the Consumer Guarantee Act.

The remedies under the Consumer Guarantee Act states that where goods are **NOT**

- of acceptable quality,
- the same as any description given to the Toops customer,
- fit for any particular purpose named by the Toops customer,
- fit for any particular purpose that Toops has communicated to the Toops customer that they are fit for, and,
- the same as any sample or demonstration model shown to the Toops customer,

that Toops must undertake to provide its customers with either a refund or replacement of the goods.

Under NO circumstances do we accept returns on perishable goods such as

- Fresh fruit, vegetables, meat
- Chilled products
- Frozen products

Please note that our policy is that we **DO NOT ACCEPT RETURNS** in the cases that fall outside of legislative requirements, including where

- goods have been purchased in excess quantities, or
- you have changed your mind about the goods purchased.

We cannot in good faith provide any type of compensation or accept goods back that you have bought, unless in very special occasions when it has been previously agreed by one of our senior managers in writing.

We look forward to your continued business success.

Dated Wednesday 26th October 2011



Toops - 100% kiwi owned