



NAKARMA

Returns Policy



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About NAKARMA

NAKARMA is a multi-disciplinary wellness centre focused on 'active' aging. While our core business is Yoga, Pilates and Barre we have a keen interest in providing services to our members through our partners which continues to complement and support health and lifestyle choices. These services may include massage, physiotherapy, nutrition and other services from time to time.

Returns Policy Statement

This Privacy Policy is authorised for distribution by NAKARMA.

Entity: Unique Solutions Asia Pacific Pty Ltd trading as **NAKARMA**
The Warehouse 29 Sandy Point Road Corlette NSW 2315

ABN: 51 087 323 297

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NAKARMA Returns Policy

We want you to love your purchase, but if you have changed your mind you can return most unused or unwanted items whether purchased online or instore from NAKARMA, as long as you have your receipt or proof of purchase. You can also return items to the NAKARMA store or via post (postage fees apply).

Our policy including the change of mind limits do not exclude or replace your rights under Consumer Guarantees of the Australian Consumer Law, regulations or otherwise as required by law.

Change of mind

If you have changed your mind, we may offer you a refund provided that the refund

- is made within 14 days of purchase; and
- you are able to provide satisfactory proof of purchase (see below); and
- the merchandise is in saleable condition, that is it is unworn or unused with all original sealed packaging or tags attached and where the product seal is not broken or tampered; and the item is not subject to the exclusions listed below

Our team members will assess the item (in-store and online returns) to determine whether a refund will be offered in accordance with our Returns Policy. Please note that delivery and gift-wrapping costs are non-refundable for change of mind returns.

Please note that change of mind returns will not be offered for goods designated as CLEARANCE.

Excluded change of mind items

Please choose carefully when purchasing merchandise designated as a clearance item (either marked as clearance or reduced to clear) as change of mind returns will not be accepted.

Returns and exchanges will not be provided on the following types of merchandise unless the product fail to meet a consumer guarantee:

- Custom made, monogrammed, personalised, and altered products
- Personal products (Skin care etc)
- Items that have a tag that accompanies the product that states no change of mind
- Gift Cards or vouchers

Please Note. Where an item is damaged through misuse, neglect or abnormal use, NAKARMA will not provide a refund, exchange or repair.

Sales to individuals who NAKARMA believes to be resellers or bulk purchasers are final sales, and the change of mind policy does not apply.

If you are unable to provide satisfactory Proof of Purchase, we are unable to provide you with a change of mind return or exchange.

We recognise that the option to return an unwanted item is important to our customers. To ensure a positive shopping experience for all customers and to prevent fraud, abuse and misuse of this policy, NAKARMA may refuse to accept items returned for Change of Mind if we identify an unreasonable or excessive return pattern and may also restrict or refuse future transactions from such individuals.



Proof of purchase

Refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents for change of mind:

- Original register receipt tax invoice (electronic or photograph will be accepted)
- Online Tax Invoice (order confirmations will not be accepted)
- Packing slip included in all online purchases and click & collect
- Original return/exchange receipt/gift receipt
- NAKARMA app
- Credit Card statement

Please note that our team members are not responsible for proving your purchase. You must supply the proof of purchase, which our team members can validate.

Gift receipts

If you are making a gift purchase we are happy to provide a gift receipt, just let our Team Member know you require one. Any returns made using a gift receipt will be refunded as a credit note for the original purchase value.

Return tender

Refunds for all purchases will be given using your original payment method (online purchases will automatically be refunded to the account used to pay) except in the following circumstances:

where a credit or debit card was used to make the purchase, the cardholder and the same card used for the purchase must also be presented and used for the refund, otherwise a NAKARMA Credit Note will be provided

If the purchase was made by Gift Card a NAKARMA Credit Note will be issued (unless otherwise required by law)

If the purchase was made using a mobile payment or digital wallet service such as Apple Pay, Samsung Pay, Google Pay etc, the refund will be processed back to the mobile or digital wallet

Where a gift card, was used to purchase goods or services, at the time of the refund a NAKARMA Credit Note will be issued. Please note the expiry date of the gift card, as a replacement or refund will not be provided, unless required by law.

For online purchases where a multi-tender of a gift card or returns card is used, the refund will be provided as a NAKARMA Credit Note in the first instance for any remaining balance (unless otherwise required by law)

NAKARMA Gift Cards cannot be exchanged for a different brand, denomination or type of Gift Card or for another tender or discount.

Privacy

NAKARMA is committed to protecting your privacy. You may be asked to present and record photo identification so that we can record your name, identification type, identification number and expiry date and verify your signature. Acceptable identification must also include your full name with a future expiry date. For example, Australian Driver's Licence or Passport.

Please note, when returning merchandise totaling \$1,000 or more and requesting a Tax Adjustment Note, your name, address and ABN (if applicable) will be required.



Information collected will be securely stored for a reasonable period of time. It may be used for fraud protection activities and for the purpose of NAKARMA research and analysis. It may be disclosed to state and territory departments upon request, as required by law.

If you wish to access your information held by NAKARMA in relation to returns, please email the NAKARMA Customer Service team at info@nakarma.com.au

Contact Details

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