

Returns and Refunds

Consumer Guarantees Act 1993

Consumers: If Goods are faulty, not fit for purpose, or do not match their description, you are entitled to a remedy under the Consumer Guarantees Act 1993 (CGA). The Company will arrange a replacement, repair, or full refund as appropriate and will cover return shipping costs in such cases. Trade Customers: The Consumer Guarantees Act 1993 does not apply to purchases made for business purposes. Returns and claims for faulty Goods will be assessed under the warranty provisions in clause 9 and the Company's warranty policy.

Change of Mind Returns

Change-of-mind returns are accepted within 14 days of delivery, provided:

- The item is unused and in its original, undamaged packaging
- Proof of purchase is provided
- The item is not a special order, non-stock, or sale item

Return shipping costs for change-of-mind returns are the Customer's responsibility.

How to Request a Return

To initiate a return, contact us at shop@youngs.co.nz with your order number, a description of the issue, and photos where relevant. We will respond within 2 business days.

Refund Processing

Approved refunds will be processed to the original payment method within 5–10 business days of receiving and inspecting the returned Goods.