



Returns and Warranty

Guarantee

All items you purchase are new (unless stated otherwise). Please inspect each item upon receipt. If you discover a problem - contact us immediately. Do not attempt to use the goods. Save all paperwork and packaging.

Damaged Goods

If you receive your goods in a damaged condition, please contact us immediately on 06 377 4569 or marketing@kingandhenry.co.nz to receive instructions on how this will be rectified. Please do not attempt to use or fix faulty goods.

Return of Goods or Exchanges

Any goods returned must be accompanied with original and complete packaging & or Clothing tags. Items returned must be in re-saleable condition and have no visible signs of wear or use, nothing damaged or dirty. Returns must also include all original parts. - Used goods cannot be returned for credit.

Please contact us and we will advise you how to return them.

Under the Fair Trading Act we are not required to accept returns on products because you have changed your mind or in our opinion the product you purchased was suitable for the purpose you stated. We reserve the right to issue an in store credit in lieu of a cash refund.

Once we have received the goods and are certain that they and their packaging are still in a condition that they, can be resold for full original retail price, you will receive an in store credit less any courier and packaging charges. Any courier costs you incur to return product to us will not be refunded unless we have made an error. Courier costs are generally non refundable for undelivered, unclaimed or returned packages unless we have made an error.

Warranty

- All products purchased from King and Henry are covered by the manufacturer's warranty. Please check the warranty reference from manufacturers.
- Most warranties are valid for 12 months however, LED Lenser, Leupold and more offer a longer warranty period. Some offer a lifetime warranty. It is up to you to understand your products warranty.
- Please ensure you keep all documents & receipts.

Some of our products must be assessed by the manufacturer direct, prior to warranty claims being fulfilled. With some brands, they must be sent overseas for assessment (i.e. Leupold, Bushnell, Nikon etc). This cost must be covered by the product owner, prior to the warranty claim being placed. Some manufacturers will repair the item where possible, without notifying King and Henry prior. If the product is deemed to have been misused, leading to fault, then the cost of repair must be covered by the product owner. Please make sure you understand your product's warranty completely, prior to making any claims.