

Warranty of Satisfaction for the Morfit back support

Your satisfaction with the Morfit back support is of the utmost importance to us, and we value your feedback and queries. We know what a difference the Morfit can make, and therefore we will use our best endeavours to help it work for you by providing additional advice and customer support where needed. We are always happy to discuss with you any problems you might experience in using the device.

However, if in your opinion, the Morfit back support does not reduce your driving-related back pain we will reimburse the purchase price, including, if any, the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). The following conditions apply to this warranty:

- (a) You must contact us by phone (+64 4 389 0707) or email (info@morfit.co.nz) within 30 days of receiving the Morfit back support so we can ensure that you are using it correctly and provide any further advice if necessary.
- (b) If, having taken our further advice, if any, you are still not satisfied with the goods you should return them to us within 60 days of receiving the goods by following the returns procedure outlined below at paragraph 12 to these Terms and Conditions.
- (c) At the time of receipt by us the goods must be considered by us to be in good condition allowing for reasonable usage by you during the period prior to the goods being returned to us.

This warranty does not affect your statutory rights as a consumer in any way.

Returns procedure

Goods must be returned to us in accordance with the following procedure:

- (a) The goods must be packed securely and wrapped to prevent damage. If possible, we would be grateful if the goods could be returned in the original box.
- (b) Your name and address should be clearly written on a piece of paper which should be included in the return package. Alternatively, your name and address should be clearly written on the outside wrapper of the return package.
- (c) Products should be returned to us at the following address: Fulllmove Ltd, 67 Rintoul St, Wellington, New Zealand
- (d) It would help us to deal promptly with your returned goods if you email us to let us know when the goods have been sent.
- (e) You should retain proof of posting and produce the proof of posting to us if so required by us.

You are responsible for the cost of returning the goods to us. This cost is not refundable by us.

Reimbursements and replacements

Once we receive your returned goods we will, where applicable, examine the goods for damage or defects and either:

- (a) provide you with replacement goods where we are satisfied that the goods were damaged in transit to you, or
- (b) provide you with replacement goods or repaired goods where we are satisfied that the goods are defective due to a defect in materials or workmanship, or
- (c) provide you with a reimbursement where we are satisfied that our Warranty of Satisfaction applies, or
- (d) notify you that we will not be providing replacement goods or repaired goods or a reimbursement (as the case may be) where we are not satisfied that the circumstances meet the requirements of these Terms and Conditions.

If we decide to provide you with replacement goods or repaired goods or a reimbursement, such reimbursement will include, if any, the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us)

We will make any reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.