

EXCHANGE AND RETURN POLICY

DAMAGED & DEFECTIVE GOODS

In compliance with the Consumer Guarantees Act 1993, all damaged, defective, or incorrectly delivered goods must be returned to Cats Eye Event Ltd (Party Hire and Supplies) within 7 days of purchase. Please ensure to include a receipt or invoice for the returned goods.

Before accepting your return, our staff member will thoroughly inspect the item to verify its faultiness. This quality control process enables us to maintain the standards of our offerings.

You have the option to request either a refund or a replacement for damaged, defective, or incorrectly delivered goods.

We endeavour to issue a refund to your original method of payment within 7 days of receiving the returned goods.

RETURN OR EXCHANGE OF OTHER GOODS

If you change your mind about a purchased item, we accept returns for other goods provided they are in their original saleable condition and are returned within 7 days of purchase. This applies to purchases made through our online sales platforms like Trade Me, Facebook Marketplace or Directly in-store. Please include a receipt with your return. Refunds or exchanges are available within this period.

For in-store purchases, returned products must reach Cats Eye Party Hire and Supplies within 7 days of purchase. For online purchases, the goods should be returned within 7 days of receiving them.

The cost of return postage to our shop address is at your expense.

If you wish to exchange an online purchase for a different size, color, or style, please contact us via email at info@catseyeevents.co.nz or by phone during business hours at 03 421 4603. While we prefer in-store exchanges and returns, if you require posting or delivery of an item for exchange, please contact us to make arrangements.

We strive to promptly fulfil your exchange request. However, if the requested size or colour is unavailable, we will notify you, and a refund will be issued to your original method of payment.

Please note that we reserve the right to decline refunds or exchanges if the item is not returned in its original, unworn condition with all original packaging and labels attached, or if it is returned outside the 7-day period or without proof of purchase.

For hygiene reasons, refunds or exchanges cannot be accepted for wearables such as costumes and personal care items. Nonetheless, we always adhere to our obligations under the Consumer Guarantees Act.

IMPORTANT INFORMATION

We are committed to handling your exchange or refund promptly. To avoid delays, kindly follow the instructions above carefully. Please note that we cannot accept responsibility for items lost in transit during return shipment. For secure returns, we recommend using a postage service that provides tracking and delivery to the door, or visit us in-store for a seamless exchange procedure.

If you have any further questions regarding delivery, exchanges, or returns, please do not hesitate to contact us at info@catseyeevents.co.nz or call us on 03 421 4603 during business hours.