



# Returns Policy

## **Superficial damage to the goods**

Some slight dents and dings on the surface of items can happen in the warehousing, lifting, delivery, and installing processes. For such dents that do not affect the performance of appliances, Appliance World will compensate with a voucher of 5% of the price of appliances, up to \$100. For some damages that seriously affect the use and performance of appliances, we will arrange a replacement, repair, or refund for the item. If you meet these situations, please take clear photos of the damaged products and packaging to our email [support@thehut.co.nz](mailto:support@thehut.co.nz). Our team will help with that. Please note that we cannot offer a refund when the damage is exterior minor damage, not visible from the front side of appliances, and not affecting appliance performance and use.

## **Returns Service**

7-day Return and Exchange Policy - Right of return and exchange policy, customers can return or exchange store-wide products within 7 days after purchasing. The products should be returned unused, in its original condition with packaging, accessories and are not affected for resale. This only applies for the sole discretion of Midea Appliances Return Policy. If a customer successfully exchanges products, the warranty will be coordinated with the exchanged ones.

Contact

[support@thehut.co.nz](mailto:support@thehut.co.nz)