

Return Policy

Our policy lasts 20 days. If 20 days have gone by since your purchase, unfortunately we can't offer you an exchange.

****Earrings may not be returned due to hygiene reasons, so we ask that you please choose carefully.**

Goods are eligible for the 20-day Change of Mind policy provided they are in as new condition and are accompanied by proof of purchase and original packaging. Simply let us know within the 20 days given and the reason why and we can organise a store credit for you, excluding any shipping costs as these are not refundable. The postage must also be tracked as we are not responsible for items being lost or damaged in transit and unfortunately will not be able to offer a Store Credit. You will be responsible for the return postage costs.

Store Credits cannot be approved if item is returned damaged or broken in transit.

Definition of 'As New Condition': The item must not have been worn; the item must be in pristine condition with no damage, scratches, or signs of wear.

We are unable to offer store credits to anyone who refuses to accept delivery for any reason. We also do not accept returns or issue refunds if you are trying to avoid or refuse to pay local Tax, Customs Fees or VAT.

Store Credits

Store Credits are gift cards that will be issued to you for the value of the goods that you are returning. These gift cards will be emailed to you on receipt of goods and approved by Moko Pounamu Staff.

Sale

items

Only regular priced items may be returned for a Store Credit, unfortunately sale items cannot be returned unless damaged in transit or are faulty.

Exchanges

We will replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at inquiries@mokopounamu.co.nz and we can discuss your options.