

Basketball New Zealand Returns Policy

Where you purchase goods from us, and they are found to be faulty please return them to us as soon as possible and at least within two weeks of receipt. Where we establish that the goods were faulty when they left our premises, we will replace the goods for you. We will not accept the return of goods for any other reason. Where we do, we will issue you with a credit note.

Refund Policy Schedule

Team withdrawals prior to the tournament

Tasks	Refund Percentage of Tournament Entry Fee
Prior to payment due date	100%
Between payment due date and draw completion date	50%
After draw completion date	0%
In case of event cancellation	100%

**: If a deposit is required for team entries, the deposit falls outside the above guidelines. The deposit will be 100% non-refundable.*

Individual withdrawals prior to Camp/Tour

Tasks	Refund Percentage of Camp/Tour Registration Fee
Prior to payment due date	100%
After payment due date *	0%
In case of event cancellation	100%

**: In the event of an injury, please provide a medical certificate to obtain a 75% refund of the registration fee.*

If you have any questions regarding our returns policy or any other matter, please contact us using the details provided below:

**PO Box 6052
Marion Square, Wellington 6141**

**Email: bbnz@nz.basketball
Phone: (04) 498 5950**