

Refunds

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

Ten trip or Monthly Passes can't not be refunded if partially used, that is if a 10 Ten Trip Ticket has already been clipped or the Monthly pass has used days recorded.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at nzcoach@xtra.co.nz.

Our physical address is 125 Eastern Hutt Road Lower Hutt Wellington NZ 5019