

Complete this form to receive an exchange, refund or credit processed. All returns must adhere to our return policy. Items sent within Australia should be returned within 14 days from date of dispatch for Australian orders and 28 days for international orders. The customer is responsible for the cost of postage to return the item to us. All items being returned must be in "as new" condition. This means undamaged, odour-free, unworn, unwashed, unmarked and returned with all tags and hygiene seals intact and undamaged. All items must be folded and packaged neatly to preserve the integrity of the suit, packaging and labelling. Please refer to our website www.shopzealous.com.au for full return details. **PLEASE NOTE THAT SALE & CLEARANCE ITEMS CAN ONLY BE EXCHANGED OR STORE CREDIT ISSUED.**

NAME ON ORDER:	ORDER ID:	DATE OF PURCHASE:	/ /
ADDRESS:		SUBURB:	
STATE:	POSTCODE:	COUNTRY:	
EMAIL:		PHONE:	

ITEMS RETURNING				ACTION REQUIRED	REASON CODES: Choose a code below that best describes your reason for placing a return with us. 1. Too big/small 2. Style doesn't suit 3. Changed mind 4. Item Faulty 5. Incorrect item 6. Other
PRODUCT NAME	STYLE	SIZE	QTY	REASON CODE	
E.G Aquamarine	Racer	Girls 12	1	1	

PLEASE SELECT ONE OF THE FOLLOWING OPTIONS FOR YOUR RETURN:

- (1) I WOULD LIKE AN EXCHANGE**
If you would like to exchange this suit for another, go to our website & process an order for the item you want and we'll refund this return.
 This is the easiest and fastest exchange method. Go to www.shopzealous.com.au and purchase the new item and we can refund you for this return once it arrives. The postage is refundable on full priced original orders only (to the maximum value of AUD\$9). Once you have placed your new order for the item you do want, write the order id below.
- REPLACEMENT ORDER ID
- (2) I WILL TAKE STORE CREDIT**
If you have purchased a sale/clearance item or would like to use these funds on your next shop, we can issue you store credit.
 An e-voucher will be emailed to you for the value of the items returned. Postage value is not included. No expiring is issued on store credit.
- (3) I WOULD LIKE A REFUND**
If you do not want to do an exchange and you have purchased a full price product we can refund this return.
 Your order will be refunded by the same method it was purchase with, less the postage. Please allow 5 -10 working days for this to be processed.
- (4) I HAVE A FAULTY ITEM**
If you have been issued a return post slip for a faulty product we will ensure it is replaced, repaired or refunded as discussed.
 All suspected faulty items must be cleared for return. Please email us at info@zealousswimwear.com if you believe you have a faulty product. In the rare event that the item is deemed faulty a free return post slip will be issued. Please see our website for more details on returns.

HOW TO POST YOUR RETURN

The customer is responsible for the cost of the return unless the item is faulty. It is the customers responsibility to ensure the tracking number of their parcel is retained in case the parcel is misplaced by the postal system. **Please allow 5 -10 working days for your return to be processed.**

- Ensure your items for return fulfils the requirements under our "return policy" found online
- Ensure the return form is completed with your original order details such as name and address as well as your original order number.
- Package the completed form and the product neatly in a traceable form of postage. Write the tracking number in the "customer record" area along with the other details required.
- Cut off the "customer record" section and retain for your own record.
- Cut off the "return address" section and adhere it to your parcel and write your name and address details on the back of the parcel in clear print before posting your return.

DISCLAIMER: When you purchase online with us you are agreeing to our return and exchange policy and any other associated policies listed on our website. your return will be processed in accordance to our policies and ensuring your statutory rights are upheld

CUSTOMER RECORD SLIP

Complete and retain this slip for your record.

ORDER ID:	DATE OF RETURN:	/ /
TRACKING ID:	METHOD OF POST	
NOTES:		



ZEALOUS SWIMWEAR

ATT: RETURNS
 PO BOX 4390
 GUMDALE, QLD
 AUSTRALIA 4154