

# ZIMMERMANN

## ONLINE RETURNS FORM

This form must be sent back to Zimmermann Online with any item returned.

You may return or exchange (where available) your Zimmermann Online Store purchase, including sale items, by sending it back to the Zimmermann Online Store. Returns or exchanges will only be accepted with proof of purchase on items within 15 days from the date of shipment. Returns are subject to adherence to our Returns and Exchange policy detailed on our website.

### ONLINE RETURN STEPS

1. Registered users: Login to your account, select 'Orders' from the menu and follow the steps. On completion of this process you will receive a return a return number, and an email confirming your return details.

Guest checkout users: Go to the Guest Returns page on the website and follow the steps. On completion of this process you will receive an email confirming your return details.

You may select a refund, store credit, or exchange for all or some of your items.

2. Insert your Return Number

3. Insert your name

4. Insert email and phone number

5. Pack your return in secure packaging. Include this form, your item(s), and all packaging.

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### SEND YOUR RETURN

Use a reputable courier company such as DHL, or an express postal service and send your return to:

*Zimmermann Online Store  
68 Mentmore Avenue  
Rosebery, NSW, 2018  
Australia*

State on the outside of your parcel that this is a 'return to shipper' and note the original tracking number.

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### IMPORTANT

Items must be returned within 15 days from the date of shipment. Items returned outside this period will not be accepted. Items must be in original condition and must not have been worn, altered or washed. All tags must remain in place. Every garment shipped has a tag attached reading "Once this tag is removed, this garment cannot be returned". Once this tag has been removed, the garment is no longer returnable. We strongly suggest all items are tried on as soon as they are received. Purchases made in ZIMMERMANN stores cannot be returned to the online store. Returns must only be sent to the above address to be processed. For all swimwear and lingerie, the protective hygiene strip must remain in place and will not be accepted if removed or altered. Shoes must be returned in their original box. Earrings cannot be returned. Allow 5 working days after receipt of goods for returns to be processed.