

# ZIMMERMANN

## TOSHI RETURN REQUEST 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 returning it to a Zimmermann Store, sending it back to the Zimmermann Online Store or returning via Toshi Concierge. Returns or exchanges will only be accepted with proof of purchase on items within 15 days from the date of delivery. Returns are subject to adherence to our Returns and Exchange policy detailed on our website.

### TOSHI RETURN REQUEST STEPS

1. Submit a return request on the website. Go to [www.zimmermann.com/submitreturn](http://www.zimmermann.com/submitreturn) 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. If selecting exchange, specify the item you would like to request in the comment box. If your chosen item is not available, you will be notified by email as soon as possible and offered a suitable replacement or a full refund.

Note: if returning any item(s) requested for size up/size down, you only need to create a return request for the original size purchased.

2. Insert your return request number

3. Insert your name

4. Insert email and phone number

5. Email [clientservice@toshi.co](mailto:clientservice@toshi.co) or click on the 'Contact Us' button in your Toshi Delivery Confirmation email to arrange the collection of your return item(s).
6. Carefully pack your return item(s) into the bag(s) they were delivered in and include all original packaging.

Enclose this form, your order invoice, and any additional paperwork supplied to you by Toshi during the courier booking process.

### BOOK YOUR FREE RETURN BY TOSHI

Book your return collection during the 'Submit a Return Request' process detailed above, or at a later time via the 'Contact Us' button in your Toshi Delivery Confirmation email.

Toshi will collect your return on your booked date and deliver it to the Zimmermann Store for processing.

## FREE RETURNS NOW AVAILABLE FOR ONLINE TOSHI PURCHASES

### IMPORTANT

Items must be returned within 15 days from the date of delivery. 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 via the Toshi return service 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 business days after receipt of goods for returns to be processed. A return request must be submitted to receive your return within normal processing times. All new items following an in-store exchange will be subject to the In Store Returns Policy.