

ZIMMERMANN

ONLINE 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 or 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 delivery. Returns are subject to adherence to our Returns and Exchange policy detailed on our website.

ONLINE RETURN REQUEST STEPS

1. Submit a Return Request

To ensure your return is processed in 5-8 business days, go to www.zimmermann.com/submitreturn and submit a return request. Without a return request your return may take 30 business days to process.

For assistance, contact clientservices.uk@zimmermann.com

2. Insert your return request number

3. Insert your name

4. Insert email and phone number

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

SEND YOUR RETURN

Within the UK:

1. Affix the returns label (enclosed in your original shipment) to the outside of the package;
2. Arrange a free collection online with DHL. Go to the DHL link provided in the returns email and enter your 10 digit waybill number located under the barcode of your printed returns label that appears as "WAYBILL XX XXXX XXXX". Review your details and select a convenient date and time for collection.

International:

For returns sent by mail, use an express postal service to ensure your item is received within the accepted timeframe. For returns sent by courier, use a reputable courier company such as DHL.

Send your return to:

Allport Cargo Services
Attn: Zimmermann Returns
13 Hayes Rd
Heston, Middlesex UB2-5ND
United Kingdom

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

RETURN TO STORE NOW AVAILABLE FOR ONLINE 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 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 5-8 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.