



**wanting to return your item?**

we want to ensure you love the items you purchase. if you have changed your mind we will happily exchange your item, or refund your original method of payment provided that:

- you return the item within 14 days (inclusive) from the tracked date of delivery
- the item is in original saleable condition
- the item was originally purchased online

please note all sale and promotional items are final sales. we do not offer exchanges or returns on these items except where the item is faulty or defective.

we encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by zoe kratzmann. please note, return postage costs will be at your own expense. if you have any queries, please contact [orders@zoekratzmann.com](mailto:orders@zoekratzmann.com) or call us directly +61 7 5472 8309, our customer service team will be happy to assist.

thank you for shopping with us.

please fill in all fields below and send this form with your parcel. If you would like to exchange your item please contact us via phone on 07 5472 8309 or email at [customerservice@zoekratzmann.com](mailto:customerservice@zoekratzmann.com).

- your name:**
- your phone number:**
- your order number:**
- your email**
- date returning:**

product name	colour	size	reason for return

fill in the fields above and send this form with your parcel to:

**zoe kratzmann**  
**7 scott street**  
**yandina qld 4561**