ZJOOSH

THANK YOU FOR YOUR ZJOOSH ONLINE STORE ORDER.

WE HOPE YOU LOVE THESE ITEMS AS MUCH AS WE DO!

We understand that sometimes things don't work out. If you're not completely satisfied with your Zjoosh purchase, we are more than happy for you to return a product within 31 days of delivery. Please follow the below instructions and complete the form to seek a refund or credit note.

RETURN VIA POST

1. Please complete the below returns form and pack together with the items you would like to return.
2. Return postage will be at your own cost. We do however suggest using a service that offers tracking for peace of mind.
3. Where possible, please re-use the delivery packaging. Attach your label and post. Please ensure no old labels are not visible. Please remember to also hold onto your tracking number.
4. Mail your return to **Unit 9, 12 Mars Road, Lane Cove West, 2066**

RETURN IN STORE

You are more than welcome to return items purchased Online to any of our Zjoosh stores.
Please note: refund monies cannot be processed in store. Refunds will be processed within 3-7 business days by Zjoosh Head Office and refunded back onto your original payment method.

*Products will only be accepted by our returns department and store if the tags are still attached, and the item is in resalable condition. For hygienic reasons, earrings, hats/hair accessories and face mask are not valid for returns.
We reserve the right to reject the return of goods which are not returned in accordance with our Returns Policy. Please see full details here https://zjoosh.com.au/pages/returns

ORDER NUMBER – Refer to Zjoosh Order confirmation email	
ORDER DATE	
FULL NAME – As stated on the order	
CONTACT NUMBER	

☐ **REFUND**　　☐ **CREDIT NOTE**

STYLE CODE	STYLE NAME	COLOUR	SIZE	REASON CODE

Reason for return:

A	B	C	D	E
Does not fit	Does not suit me	Item not as described / shown online	Received damaged / faulty	Received wrong size / colour / product

All returns can take up to five business days to be processed once the items are received back into our warehouse. If you require further information, please email info@zjoosh.com.au or call 02 9170 5882 between 9:00am - 5pm AEST / AEDT.