



## RETURNS, REFUNDS & EXCHANGES

Hotbodyswimwear.co.nz is passionate about ensuring that you are completely satisfied with your purchase. If your item purchased on Hotbodyswimwear.co.nz is not the right fit, you are entitled to an exchange or refund within **7 DAYS** of receipt should it meet the below requirements:

- Proof of purchase provided
- Original tags attached
- Garment in original condition - unworn and unwashed
- Please make sure that swimwear is tried on over your own knickers in the interests of hygiene. We may refuse returns of items where it's obvious that this hasn't been done.

Returned items not received in their original state will automatically be returned to the customer. Hot Body does not accept responsibility of customer sent return or exchange packages; so it is advised that when delivering returns or exchanges that meet the above criteria, customers should select a courier service that provides tracking.

PLEASE NOTE: Delivery costs incurred on an exchange or refund order is at the customers' expense and cannot be refunded unless deemed faulty by a Hot Body representative.

### REFUND PAYMENTS

- Refunds will be processed in the method as the original payment within 5 business days of Hot Body receiving the return parcel. Notification will be sent to your nominated email address at the time of this transaction

PLEASE NOTE: Hot Body cannot be held accountable for banking institution processing timeframes.

### EXCHANGES OR REPLACEMENTS

Hot Body offers exchanges and/or replacements that meet the required criteria for another size, colour or item; subject to product availability. These will be processed within 5 business days of receipt and notification of this transaction will be provided to the nominated email address. Should a refund be requested for the exchanged item, Hot Body is happy to process a refund, should it meet the Returns Policy requirements.

### DIFFERENT VALUE EXCHANGE

Should the item requested for exchange be different value as that of the product being returned, one of two scenarios will occur:

- A variance where payment is owed to the customer will be refunded as per the original order payment method.
- A variance where payment is owed to Hot Body, a Customer Service Representative will contact the customer prior to processing and dispatch to take additional payment.

### RETURNS ADDRESS

Please direct all return or exchange packages to:

Hot Body Swimwear  
Shop 17, 24 Nuffield Street  
Newmarket  
Auckland 1023

### SALE & DISCOUNTED ITEMS

Hot Body DOES NOT offer exchanges or refunds on sale or discounted items.

## RETURNS FORM

NAME: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE: \_\_\_\_\_

ORDER NUMBER: # \_\_\_ \_\_\_ \_\_\_ \_\_\_

### REASON FOR RETURN

- ITEM NOT AS EXPECTED       FAULTY/DAMAGED       OTHER \_\_\_\_\_
- WRONG SIZE       WRONG ITEM RECEIVED      \_\_\_\_\_

### WHAT WOULD YOU LIKE TO DO?

- EXCHANGE       SWAP FOR ANOTHER ITEM       SWAP FOR ANOTHER SIZE
- RETURN       FULL REFUND       STORE CREDIT

ADDITIONAL NOTES: \_\_\_\_\_

STAFF MEMBER PACKED BY: \_\_\_\_\_