

# Returns & Exchange Form



We hope you love your new Bonita fits just as much as we loved creating them for you. We do understand however that sometimes things don't go to plan...If something isn't right with your online order and you meet the Returns Criteria, we can offer you are Store Credit or Exchange

## RETURNS POLICY:

We offer refund by Store Credit or Exchange for Australian orders.  
We offer refund by Store Credit for International Orders (outside of Australia)  
For exchange orders, we cover the cost of the return shipping of your exchange order to you.

*Sale, Discounted or Promotional items are available for Store Credit only. Not for exchange*

If you believe you have received a faulty or incorrect item, please contact [help@bonitaswimactive.com](mailto:help@bonitaswimactive.com) so we can resolve this immediately for you.

Credit Notes will be issued in the form of an online gift card with a 12 month expiry date. Returns will be processed within 2-5 business days of reaching us. For exchange requests, due to the fast turnover of stock we are unable to hold items. The exchange will depend on stock availability when processed.

## RETURNS CRITERIA:

- Must be returned within 30 days of receiving your order
- Must be unworn, unwashed with all original packaging & tags in place
- Must not have any dirty marks, make-up, or fake tan marks
- Must not smell of perfume, deodorant, cosmetics or washing powder
- Swimwear must have hygiene stickers in place
- Sale & promotional items cannot be returned

### RETURN CODES:

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

ORDER # \_\_\_\_\_

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

- A. I don't like the style
- B. I don't like the quality
- C. Too big/Too Small
- D. Received incorrect item
- E. Faulty (Exchange/Replacement)

\*full priced items only

ITEM NAME	RTN CODE	CREDIT	EXCHANGE ITEM/SIZE

COMMENTS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return To: Bonita Returns  
30 Park Cove Blvd,  
Hope Island QLD 4212  
Australia