



THANK YOU FOR SHOPPING WITH US EXCHANGE/RETURNS PROCESS

We want you to absolutely adore your new TOGS so if you're not 100% happy with your order we offer FREE 30-Day Returns and Exchanges on all orders.

EXCHANGE ONLY ON SPECIAL OFFERS AND CLEARANCE ON SALE

Please note all items being returned must be in original condition, unworn, swing tags attached, hygiene label intact and returned within 30 DAYS of purchase with the TOGS return and exchanges form which comes within your order or alternatively can be downloaded on our website.

HOW TO RETURN/EXCHANGE FOR FREE VIA AUSTRALIA POST

1. Complete your TOGS return/exchanges form which came with your original order or can be printed via our website
<https://www.togsswimwear.com.au/t-returns.aspx>.
2. All returns/exchanges are free, simply go to <https://returns.auspost.com.au/togs-swimwear> and complete the process to get your returns label. You will need to provide your order number which can be found on your invoice or order confirmation email. Don't have a printer? No problem! You can print your label at any Australia Post Office. Present your Australia Post confirmation email and the staff will be able to print your label for you.
3. Pack all your items and secure your return label to the package to post.
4. Once we have received your return or exchange please allow up to 5 business days for it to be processed. You will receive a confirmation email from us to let you know your refund or exchange has been processed and provide new tracking details at that time. Please allow up to 3 working days for your refund to appear in your account.

Note: Refunds will only be refunded back to original payment source.

TOGS happily cover the cost of delivering your new product if you have requested an exchange in the first instance. Any subsequent exchanges will incur delivery charges.

If you believe your goods to be faulty or not as described, please contact TOGS directly at sales@togsswimwear.com



RETURNS/EXCHANGE FORM

Please complete the form and
return your goods to:
TOGS Swimwear
6/10 Enterprise street
Molendinar QLD 4214
Australia

Order Number	
Full Name	
Phone Number	
Address	
Email	

I am returning

Item SKU Code	Item Name	Refund or Exchange	Reason (see below)

1) Wrong Size

2) Doesn't Suit me

3) Wrong Item

4) Not as described

if you have a faulty item please contact us before returning sales@togsswimwear.com

I would like to exchange for

Item SKU Code	Item Name	Size

If there is a difference in the price of the items you are exchanging you will be contacted for the additional payment once we have received exchange request. If the items you are exchanging for are less than the original purchase amount we will refund the difference to your original payment source.

Please allow up to 5 days for your refund to be processed