



# Easy breezey Returns + Exchanges

We want you to be relaxed about making a return or exchange for three reasons - there's no need for stress, we're almost always happy to accept a return/exchange, and most importantly we want you to be totally in love with your new purchase 

## Can my item be able to be exchanged? Yes, of course!

Returns and exchanges are always welcome and will happily be accepted if:

- The item(s) is in "as new condition" - **not worn or damaged in any way** - it is **like new** and label is untouched (labels are designed to reveal use). (Note - we choose not to use swing tags - they're wasteful + generate unnecessary rubbish when they are thrown out)
- The item(s) has a problem with its construction - for example a faulty stitch or a print problem (not related to item use or wear/tear).
- The item(s) is being returned within **100 days** of the original purchase, inclusive of total shipping time.

Sorry, but we can't accept a return/exchange if:

- The item(s) **has been worn** and/or damaged by neglect, use/abuse, or by failure to follow the Care Guide instructions.
- The item(s) elastic has hardened or worn out from use. Especially if sunblock or something similar has come into contact with the item. (This happens to all elastic regardless of who made the item - rubber is a natural material that doesn't like the chemicals in cosmetics)
- The item(s) straps or other parts have become discoloured from use. Remember - keep your swimwear clean and it will last longer!
- The item(s) has pilling, snags, or any damage that causes a fuzzy texture from touching rough or sharp surfaces.
- The item(s) is being returned outside of the 100 day exchange period.
- The stitching has broken or the fabric has torn due to rough treatment.
- **The item has body lotion, makeup, moisturizer, deodorant or any kind of perfume smell - ALL RETURNED ITEMS MUST BE UNWORN**

## How to: Make your Return/Exchange happen -

- 1:** Before sending your item(s) back please check that its still brand new and able to be exchanged. If you're not sure, check above ("1")
- 2:** Fill out this form or write us a cute note so we know what you want us to do 
- 3:** You can also ask us for a printable return label by email to post from anywhere in Australia for just \$9.80. International? Just ask!
- 4:** Send your return/exchange to the address on the bottom of the form. We recommend using a secure shipping method with a tracking service and insurance for safety. (Sorry, Aquadiva can't accept responsibility for lost or stolen items that we did not ship)
- 5:** Sit tight for now! When your package arrives we'll organise everything ASAP, generally within 2-3 business days.
- 6:** If we need to ask you a question about your exchange we'll first send you an email and then follow up by phone if we don't receive a reply. **Please frequently check your email if you have recently made an exchange - it's quicker and easier than calling** 
- 7:** If you haven't reached the "\$150 one free exchange" offer threshold we will send you an electronic invoice for your return shipping and/or any item price differences by email. If you've chosen a cheaper item you are more than welcome to a refund for the difference or to put it towards your shipping. Please note that you must *always* pay for return shipping costs unless your order reaches the "\$150 one free exchange" offer. We'd love to give everyone free shipping but sadly we can't, hope you understand 
- 8:** Once the process is complete your item will be sent with the next batch of post. **Yes, it is that easy!**

If this is a new form, whats your order number?

Please tell us your name:

RETURNED ITEM NAME:	SIZE:
REASON FOR RETURN:	
I WOULD LIKE A: (please tick one)	<input type="checkbox"/> EXCHANGE <input type="checkbox"/> STORE CREDIT <input type="checkbox"/> REFUND
PREFERRED ITEM EXCHANGE:	SIZE:
RETURNED ITEM NAME:	SIZE:
REASON FOR RETURN:	
I WOULD LIKE A: (please tick one)	<input type="checkbox"/> EXCHANGE <input type="checkbox"/> STORE CREDIT <input type="checkbox"/> REFUND
PREFERRED ITEM EXCHANGE:	SIZE:
RETURNED ITEM NAME:	SIZE:
REASON FOR RETURN:	
I WOULD LIKE A: (please tick one)	<input type="checkbox"/> EXCHANGE <input type="checkbox"/> STORE CREDIT <input type="checkbox"/> REFUND
PREFERRED ITEM EXCHANGE:	SIZE:

SHIPPING METHOD:  AUSTRLIA POST EPARCEL (INCLUDES TRACKING)     AUSTRALIA POST EXPRESS SHIPPING (INCLUDES TRACKING)

"\$150 ONE FREE RETURN" OFFER - AUSTRLIA POST EPARCEL (INCLUDES TRACKING)

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_