



## Can my item be returned? Yes, of course!

We want you to be relaxed about making a return - there's no need for stress, we're always happy to accept a return providing it is in the condition we sent it to you in, and most importantly we want you to be totally in love with your new purchase. If you are unsure about sizing before you purchase or have any questions please email us and we will assist ♡

### How make your return process go smoothly -

- 1: Before sending your item(s) back please check that its still brand new and able to be accepted. If you're not sure, check below.
- 2: Fill out this form or write us a note so we know who you are and we can cross check your order records.
- 3: Send your return 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)
- 4: Sit tight for now! When your package arrives we'll organise your store credit for the value of the returned items - less the original shipping and any discounts you may have received. You can then re-spend at your leisure and on any other items.
- 5: We do offer refunds on all full priced items - not SALE items.

Remember - if at first you weren't perfectly happy with your choice it is worth trying again and once you have found your perfect Aquadiva style and size - future shopping is a breeze.

**- Please note - there are no refunds on sale items - only on full priced items -**

Returns 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 **30 days** of the original purchase plus total shipping time both ways.

Sorry, but we can't accept a return 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 30 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**

Returned item name:	SIZE:
Maybe we can help - please tell us the reason for the return:	
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Maybe we can help - please tell us the reason for the return:	
Returned item name:	SIZE:
Maybe we can help - please tell us the reason for the return:	
Please tell us your name:	What was your order number?

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

**AQUADIVA RETURNS - P.O. BOX 951, NERANG, GOLD COAST, QUEENSLAND 4211 AUSTRALIA**