

mister zimi

We want you to love your Mister Zimi pieces as much as we do so we happily accept change of mind returns on Full Price items, excluding Charity Pieces and Earrings due to Hygiene reasons.

HOW TO RETURN

1. Please email: returns@misterzimi.com and wait for a reply email authorising your return
2. Fill out this form
3. Please pop this form and your item/s in the post via a trackable service to the following address:

MISTER ZIMI RETURNS
PO BOX 304, PRAHRAN,
3181, VIC, AUSTRALIA
PH: 03 9576 2645

ORDER NUMBER : _____ NAME : _____

ITEM/S PURCHASED PRINT, STYLE & SIZE	REFUND OR EXCHANGE	REASON CODE

REASON CODES

- | | | | |
|-------------------------------|-----------------------------|------------------------------------|--------------------------------|
| 1A. Too Big. | 1B. Too Small. | 2. Print doesn't suit. | 3. Style doesn't suit. |
| 4. Looks different in person. | 5. Received incorrect item. | 6. Faulty
Please explain below. | 7. I purchased multiple sizes. |

If faulty _____

EXCHANGE ITEM/S PRINT, STYLE & SIZE	PRICE

RETURNS TERMS AND CONDITIONS

- We do not accept Returns or Exchanges on Sale items unless Faulty or Incorrect
- Online purchases can be exchanged or refunded through the online store or at your local Mister Zimi Store*
- Afterpay and PayPal purchases can only be refunded through the Online Store so must be posted back
 - Return postage is the responsibility of the customer unless Faulty or Incorrect
 - Please initiate your return and post your item/s within 10 working days of receiving your order
 - Returns must be in new condition with tags attached and any hygiene stickers (swimwear)
- We aim to have all returns processed within 5 business days of your parcel arriving back to us. During busy and launch period it can take longer than above for returns to be processed.
- Once processed, you will receive an email notifying you the return has been processed. Refunds can take up to 2-5 working days to appear depending on your bank
- More returns info | www.misterzimi.com/customer-care Have more questions? Please call us on 03 9576 2645 (Mon-Fri 9am-5pm AEST)