

# 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](mailto: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 214 MALVERN VIC  
3144 AUSTRALIA  
PH: 03 9576 2645

ORDER NUMBER : \_\_\_\_\_ NAME : \_\_\_\_\_

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

## REASON CODES

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

If faulty \_\_\_\_\_

EXCHANGE ITEM/S   PRINT, STYLE & SIZE	PRICE

## RETURNS TERMS AND CONDITIONS

- 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.
  - Please return your items within 10 working days of receiving your order
- Returns must be in new condition with tags attached, swimwear items require attached hygiene sticker
  - We do not offer returns or exchanges on past season sale stock unless faulty
  - We do not accept change of mind returns on earrings due to hygiene reasons, and charity pieces
- Refunds can take up to 2-5 working days to appear depending on your bank, please allow up to 10 days for your return to be processed during launch and sale periods

More returns info | [www.misterzimi.com/customer-care](http://www.misterzimi.com/customer-care)  
Have more questions? Please email us at [online@misterzimi.com](mailto:online@misterzimi.com)  
or call us on 03 9576 2645 (Mon-Fri 9am-5pm AEST)