

# mister zimi

We want you to be happy with your new Mister Zimi, so if for any reason your purchase is not quite right, we'll happily provide a refund on purchases made outside of our End Of Season Sale and other special events (where we will always very clearly state our returns policy)

For items purchased during our End Of Season Sale we happily offer exchanges (subject to stock availability) and returns for store credit.

## 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 304, PRAHRAN,  
VIC, 3181, 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<br>Please explain below. | 7. I purchased multiple sizes. |

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

EXCHANGE ITEM/S   PRINT, STYLE & SIZE	PRICE

## RETURNS TERMS AND CONDITIONS

- The return request is initiated and sent within 14 days of receiving your order
  - Return Authorisation has been approved via email
- The cost of postage to return an item is the customers responsibility (excluding faulty items) Please use a traceable method of post
  - Item/s are returned in original condition (unworn and unwashed, with all tags attached)
- We aim to process your return within 2 business days of being 'Delivered' to us. During Launch and Sale Events, there may be a slight delay in processing
- You will receive email confirmation when your refund or exchange has been processed. You will receive an emailed Gift Card if you have chosen to return for a Store Credit.
  - If your return meets our return requirements above, you are welcome to head in store to process your return
- More returns info | [www.misterzimi.com/customer-care](http://www.misterzimi.com/customer-care) Have more questions? Please call us on 03 9576 2645 (Mon-Fri 9am-5pm AEST)