

# mister zimi

We want you to love your Mister Zimi pieces as much as we do so we happily, accept returns and exchanges on full price items.

## 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 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 refunds on sale items unless faulty
- 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

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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)