

MOSS & MALIBU

We want you to LOVE your purchase. If you change your mind about an item purchased, need to change the size or want a different item instead, we will happily issue you with a store credit, provided it meets the below requirements:

- Garment(s) are in original condition, unworn, unaltered and unwashed with original packaging, tags and hygiene labels. Please make sure that swimwear is tried on over your own underwear. In the interest of hygiene, we will strictly refuse returns of items where tags are missing and/or the hygiene sticker has been tampered with in any way.
- Bikinis sold as a set are returned in full as a set
- Returns Form enclosed in returns package
- Garments are returned within 10 days of delivery (21 days for International customers)

All shipping charges incurred for return items are the responsibility of the customer.

SALE items are not eligible for return.

You will be issued with a store credit for all accepted return items and are free to exchange for a new size or another item of your choosing. If you believe an item is faulty please contact us at contact@mossandmalibu.com first.

What if I used a promo code on my order?

Promo codes such as the 10% welcome discount do not extend to any new orders and you will be credited the discounted price paid for your returned item(s).

1. Check you are eligible for a return.

To be eligible for a return you must be able to tick all these boxes:

- It will be returned to Moss & Malibu within 10 days of delivery (AU) or 21 days for INT'L customers.
- It is not a sale item.
- It is unworn, unwashed, and in the condition you received it. We reserve the right to refuse returns on items not returned in original condition.

2. List the items you are returning.

Order No # _____ Your Name _____

Item for Return	Reason Code

Reason Codes: 1 = Don't like it. 2 = Too short. 3 = Too small. 4 = Too big. 5 = Not as expected.

3. Return your items with this completed form.

We recommend using a postage service that includes tracking as we cannot be held responsible for items lost in transit. Please return to:

MOSS & MALIBU
Attn: Returns / Exchanges
PO BOX 40, Anna Bay, NSW 2316 Australia