

# F E L L A .

## EXCHANGE FORM

ORDER NUMBER

DATE

FULL NAME

TELEPHONE

EMAIL

### EXCHANGE DETAILS

## EXCHANGE POLICY + INSTRUCTIONS

### IMPORTANT

We only accept an exchange in size, colour and style or credit (excluding the cost of original shipping). Unfortunately, as all items are made to order, we do not offer refunds. Please email [shop@fellaswim.com](mailto:shop@fellaswim.com) to notify us of your exchange.

Orders must be returned within 14 days from the day you received it. Unfortunately if your return exceeds our 14 day policy we will not be able to process your exchange.

### HOW DO I ORGANISE AN EXCHANGE?

1. Email [shop@fellaswim.com](mailto:shop@fellaswim.com) to advise us of the exchange.  
We can send you the exchange form and give you any details you may need.
2. Print and fill out ALL details requested above.  
Please ensure that you send this form back with your bikini/s.
3. Pack your product/s  
The item/s must be in original condition, with all tags remaining in place, including hygiene seal. Undergarments must be worn when trying on items. Item/s must not have been worn, washed or altered in any way.
4. Post the parcel to:  
  
FELLA SWIM  
PO BOX 868 Double Bay  
NSW Australia 2028
5. We recommend using a registered or express postal service to return goods, and keeping a record of the tracking details. We will not be held liable for the loss of your bikini being returned.

### CONTACT US

Our Customer Service team will be happy to assist you with any questions you may have.

EMAIL: Our Customer Service team at [shop@fellaswim.com](mailto:shop@fellaswim.com)

PHONE: Our Customer Service team on +61 431 612 438. We're here Monday to Friday 9am-5:00pm (AEST)

ONLINE: Our exchange information can be found online at [www.fellaswim.com/pages/returns](http://www.fellaswim.com/pages/returns)

# FELLA .

## EXCHANGE INFORMATION

### ARE EXCHANGES FREE?

The shipping cost incurred for returning item/s to Fella Swim for an exchange are NOT covered or reimbursed. However, we will cover the shipping cost to send the new item out to you again. Cost for a second exchange will be solely covered by the customer.

### HOW LONG DOES IT TAKE FOR MY EXCHANGE TO BE PROCESSED?

In most cases we will not have stock on hand so the item will need to be recut for you again, please ask our friendly customer service team for an accurate time line for the exchange. A new tracking number will be issued to you via email when the item/s have been shipped.

### EXCHANGING FOR A CUSTOM ALTERATION

We understand that many women have different body shapes and don't fit into standard sizing. Because of this, we offer custom alterations to our existing styles to help best suit your individual body shape.

Please contact our customer service at [shop@fellaswim.com](mailto:shop@fellaswim.com) so that we can personally assist you through the process.

Below lists the options which you can choose from:

1. An adjustment of the band against the bust size. For e.g. Small band with a large cup. This is limited to sizes XS to L ONLY \*We do not go above a size L or D cup\*
2. All strap lengths on a bikini top or full piece can be adjusted adjusted - lengthened or shortened.
3. An adjustment on the bottom coverage, we offer a more cheeky or a more conservative cut. If you are to add more coverage...please note, this is not a full brief bottom, the measurement will be 3-4cm wider each side of the cheek.
4. An adjustment of any band or strap around the body. For e.g. you may need a larger waist band or hip band to avoid a muffin top.

### PRICING PER ALTERATION

- 1 Alteration \$30
- 2 Alterations \$60

ALL CUSTOM SWIMSUITS ARE FINAL SALE AND CANNOT BE EXCHANGED OR REFUNDED

### DAMAGED, FAULTY OR INCORRECT ITEMS

No one likes opening up their parcel and discovering that what they've ordered has arrived damaged or faulty! In the unlikely event that this happens to you, we want to resolve the matter as quickly as possible and with minimal inconvenience to you. You can:

Contact us immediately at [shop@fellaswim.com](mailto:shop@fellaswim.com) so we can personally assist you and sort out your problem as quickly as possible.

Follow the exchange process above. A member of our Customer Service team will contact you as soon as we receive your parcel.

Call our Customer Service team. We understand that your items may have been purchased for an upcoming holiday or special event. Please call us if this is the case, we will be more than happy to try make alternative plans to get you beach ready!

If you are returning a FAULTY item for a REFUND over an exchange and it is deemed faulty by the manufacturer, we will refund you the next working day after receiving the item/s.