



RETURNS FORM

Name:

Order Number:

Item Returned:

Reason:

Size

Faulty

Fit

Other

Action:

Gift Card

Refund via payment method

Bank Transfer

Bank Account:

(ONLY if this was the payment method)

Address the parcel to: Isla-Maree HQ, Unit 2 15 Moselle Ave, Henderson 0610

Return Policy

Isla-Maree is committed to providing quality products to our customers. We understand ordering online can be tricky the first time so we try to make the process as painless as possible.

If for any reason you are not completely satisfied with any product, please return it to us in original condition with all labels and swing tags still attached within 2 weeks of receipt.

Return of Swimwear items: Garments need to be returned in original condition including unworn and unwashed, with all tags & hygiene stickers attached. Please make sure that swimwear is tried on over your own underwear. In the interests of hygiene, if the items are visibly worn, we may refuse return.

Please note if you choose to be refunded, you are refunded by the payment method you used in your order. We do not exchange items a gift card will be sent to the email attached to the order.

Please consider reduced garments carefully, we DO NOT provide credit or refunds on SALE ITEMS.

Items purchased during a sale where an automatic discount is given will be refunded via Gift Card. The Gift Card will be emailed to the address associated with the order.

Isla-Maree has the right to refuse returns if the product is not in its original condition or is returned outside the 2 week period.

Please be advised that Isla-Maree do not refund the cost of shipping. We do not acknowledge receipt of returns. Returns will be processed in 7-10 days of being received at that stage you will receive notification via email.

If you receive a faulty or incorrect garment, please contact us at info@isla-maree.co.nz