

HEAVEN

swim australia

Thanks for your order! We hope you love your new 'kinis as much as we do!

What if I want a refund or exchange?

If you're not satisfied with your item, we will refund or exchange your item(s). In order to successfully return your order, your items must meet the following rules:

- **EXCHANGE RETURNS** – Before returning your items, email info@heavenswimwear.com.au with your order number & item you want exchanged so our team can ensure we have the item you want in stock
- All return postage costs are the responsibility of the customer
- Returns must be made within 14 days date of receiving order
- Refunds can only be accepted for full-priced items
- All goods must be returned in their original condition. Garments must be unworn, unwashed and all original labels, tags, and hygiene stickers must still be attached.

RETURN ADDRESS:

ATTN: Heaven Online Orders
47- 49 Buckley Street
Marrickville, NSW 2204

PLEASE FILL OUT THE DETAILS BELOW

Order no: _____

Order date: _____

Name: _____

Contact no: _____

Refund

Exchange

Outline the items you are returning to us below

Product code	Description	Size	Colour	Reason Code

Reason for return

1 – Doesn't fit

2 – Incorrect item received

3 – Faulty item

4 – Looks different to image on site

5 – Does not suit me

IF REQUESTING AN EXCHANGE – Outline the items you would like in exchange below

Product code	Description	Size	Colour

BEFORE SENDING YOUR ITEMS, PLEASE NOTE:

- All return postage costs are the responsibility of the customer unless the return is due to a mistake on our behalf or due to a faulty garment
- Sale items are only eligible for exchange for items of the same value (no refunds accepted)
- First domestic exchanges will be re-sent to you free of charge. All subsequent exchanges are the responsibility of the customer and postage costs will not be covered by Heaven Swim Australia
- We recommend that you send your returns by registered post with a tracking number as we cannot be held responsible for lost or damaged return items
- We do not send out any replacements until your package is received, inspected and approved by our quality control department and stock quantities are checked
- Heaven Swim Australia are not responsible for being unable to fulfil an exchange order if items are sent back prior to approval

Please include this form inside the parcel when returning items

CONTACT

Toll Free number: 1800 800 558

info@heavenswimwear.com.au

SOCIAL MEDIA

Facebook: www.facebook.com/Heavenswimwear

Instagram: www.instagram.com/Heavenswimwear