

## We want you to love what you have ordered, but if for some reason you don't, here's what to do.

We offer **FREE** and easy returns and exchanges if you are not 100% happy with your online order. You can return your order up to 60 days from date of purchase and we will be more than happy to offer an exchange or refund.

### Please consider these things before returning or exchanging:

- Although you may try on an item, all return products must be in new and unused condition, with swing tickets and hygiene stickers attached.
- Please ensure that items are tried on over your own underwear. In the interest of hygiene, we may refuse returned items where we reasonably consider that this has not been done.

### How would you like to return / exchange your item(s)?

1

#### I would like a refund for my item(s)

Please tick the 'Refund' box on your invoice (on back of this page) for each item you would like to have refunded.

2

#### I would like to exchange my item(s) for a different size

Simply tick the exchange box on your invoice and indicate the size you would like to exchange for.

3

#### I would like to try a different product instead

Please place a new order online and send back your unsuitable item(s) to us for a refund by ticking the 'Refund' box on your invoice.

If your new order does not qualify for free shipping, please use the promotional code: **901RT0622** at the online store checkout, so your shipping is on us! (Australian customers only)

4

#### I would like to refund/exchange my item(s) in-store

Simply bring in your online invoice with the goods you wish to return or exchange and we will process this for you on the spot!

**Please note: Original shipping costs are non-refundable. Orders purchased with a gift card, will be refunded with a replacement card.**

### Send back your return/exchange items for FREE via Australia Post

Simply go to <https://return.auspost.com.au/SWIMWEARGALORE> and fill out the form. You will need to provide your order number (can be found on your invoice and confirmation email) If you are wishing to return an exchanged item please use your original order number, reason for return and your full name and address.

Once you have created your Australia Post Label, an email will be sent to you with your return tracking number. This number can be used to track your return via <https://auspost.com.au>

Pack all items you wish to return along with the paperwork you received stating whether you would like an exchange or refund in a satchel, or reuse the original packaging if suitable, and secure the returns label to the outside of the package. Remember to remove any old postage labels if reusing the original packaging.

### All other orders, please post your return to:

**SWIMWEAR GALORE ATTN: ONLINE  
6 KINGSTON TOWN CLOSE,  
OAKLEIGH, VIC, AUSTRALIA 3166**

### When will my refund be processed?

We will always do our best to process all returns as soon as possible however please allow up to 5 business days for your return to be processed by our team. Once processed, you will receive a confirmation email from us to let you know your refund has been issued. Please allow 1-3 business days for your refund to appear in your account.

