

## NEED TO RETURN SOMETHING?



Thank you for shopping at **Swimmer.com.au!**

Did you know ordering with us is safe and easy? **Swimmer.com.au** is committed to providing the best products & service to our customers. If you receive any merchandise that you are unhappy with for any reason, all you need to do is return it to us in the timeframe listed below. The item must be in its original state, not worn, washed or soiled and have all original tags and packaging.

Items over AUD\$250	Return within 60 Days	Credit Note or Exchange Only
Full priced Items under AUD\$250	Return within 60 Days	Refund or Exchange
Sale Items	Return within 30 Days	Credit Note or Exchange Only
Gift Card or Promo Code Item/s	Return within 30 Days	Credit Note or Exchange Only
Incorrect Item/s Received	Email or call us	Refund or Exchange
Faulty Item/s	Email or call us	Refund or Exchange

Unfortunately, shipping is not refundable.

### How do I return an item/s in my order?

Complete the opposite side of this form. We strongly recommend sending your return via registered post to ensure that the item is tracked. All parcels must be returned at your expense and are your responsibility and not **Swimmer.com.au**.

### How do I fill out the Returns Form?

Fill in your order details and then select the appropriate box for your request: "Exchange", "Refund / Credit Note" or "Refund - I've placed a new order". Then list the item/s you are returning with a reason for the return and if exchanging the replacement items.

If you need the replacement item/s urgently please place a new order for your replacement item/s on our website **www.swimmer.com.au** and send your original purchase back to us for a refund. Your replacement items will be shipped immediately if the items are in stock.

### An item/s in my order is damaged or faulty?

Please email [support@swimmer.com.au](mailto:support@swimmer.com.au) with a picture of the damage or fault and a description of the problem. We will then issue with a Reply Paid return label for returning the item. When completing the returns form please write Reason Code (4) Faulty as the reason for your return. Once the item is returned to us we will send it back to the manufacturer for an assessment. The manufacturer will then decide whether to replace, repair or refund.

### Are there any return fees for Australian orders?

No. As you are required to pay the cost of shipping back the item/s to us, we will cover the cost of shipping out the new items. However, if you require a second or multiple exchanges you will be required to pay the standard shipping rate.

### Are there any return fees for International orders?

If you would like to exchange item/s in your order you will be required to pay a new shipping fee at our standard shipping rate.

### Has my return been received?

Please allow around 1 business day from the date of delivery for your return to be displayed in our system. We will send you an email to notify you that it has been processed. If you are worried about your order, feel free to get in contact with us by emailing **support@swimmer.com.au**

### When will my refund be processed?

We will aim to have your refund processed within 7 business days from the date your return arrives at our PO Box. We will send you an email once your return and refund has been processed. Please allow an additional 5 business days for the refund to show in your account due to bank processing times.

# RETURNS & EXCHANGES FORM



## 1. YOUR ORDER DETAILS

Order Number (required): \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## 2. WHAT WOULD YOU LIKE TO DO?

Exchange  Refund / Credit Note  Refund - I've placed a new order. New order number # \_\_\_\_\_

**3. ITEM/S YOU ARE RETURNING:** Reason Code [RC]: (1) Too Big (2) Too Small (3) Poor Fit (4) Faulty (5) Wrong Item Sent (6) Other

PRODUCT CODE	PRODUCT NAME	SIZE	QTY	RC
Please explain your reason for returning if using Reason Code (6) Other				

## 4. ITEM/S YOU WOULD LIKE INSTEAD

PRODUCT CODE	PRODUCT NAME	SIZE	QTY

## 5. PAYMENT INFORMATION

Returns are processed within 1 business day of them arriving at our PO Box. We will send you an email once your return has been processed.

### ADDITIONAL PAYMENT DUE

*Please choose your additional payment method below*

#### Credit Card

Please visit our secure payment page now and submit your credit card details: [www.swimmer.com.au/pay](http://www.swimmer.com.au/pay)

#### PayPal

We will send you a PayPal payment request link via email for the additional payment.

#### Bank Deposit

We will send you a Bank Deposit payment request via email for the additional payment.

### REFUND DUE

*Refunds can only be credited back to your original payment method*

#### Credit Card

Please allow 3-5 business days for the refund to show in your account.

#### PayPal

You will receive an email from PayPal once your account has been credited.

#### Bank Deposit (Australian Orders Only)

We require the following information for a refund via Bank Deposit.

**Account Number:**

**BSB:**

## 6. RETURN THIS FORM

Please return this form along with the item/s you are returning to:

**SWIMWEAR HQ PTY LTD  
PO BOX 672  
CURRUMBIN QLD 4223  
AUSTRALIA**

## 7. FEEDBACK (Optional)

### Thank you for shopping at SWIMMER.COM.AU

Did you love shopping with us? Perhaps you think there is something we can improve on? Whatever you think, please let us know. We'll be taking on board all of your feedback and using it to make your [Swimmer.com.au](http://Swimmer.com.au) experience the best it can be!

Email us today at: [info@swimmer.com.au](mailto:info@swimmer.com.au)