

mister zimi

We want you to love your Mister Zimi pieces as much as we do so we happily accept returns and exchanges on full price items.

HOW TO RETURN

1. Please email returns@misterzimi.com and wait for a reply email authorising your return.
 2. Fill out this form.
3. Please pop this form and your item/s in the post via a trackable service to the following address:

MISTER ZIMI RETURNS
PO BOX 214 MALVERN VIC
3144 AUSTRALIA
PH: 03 9576 2645

ORDER NUMBER: _____

NAME: _____

ITEM/S PURCHASED PRINT/STYLE/SIZE	REFUND OR EXCHANGE	CODE

REASON CODES

Wrong sizing

1a. Too big 1b. Too small

2. Print doesn't suit

3. Style doesn't suit

4. Looks different in person

5. Received incorrect item

6. Faulty -

Please explain below

EXCHANGE ITEM/S PRINT/STYLE/SIZE	PRICE

RETURNS TERMS AND CONDITIONS

- Online purchases can be exchanged or refunded through the online store or at your local Mister Zimi store
 - Afterpay purchases can only be refunded through the online store.
- Please return your items within 10 working days of receiving your order
 - Returns must be in new condition with tags attached
 - Swimwear items require attached hygiene sticker
- We DO NOT accept returns/exchanges on SALES ITEMS unless faulty
- Refunds can take up to 2-5 working days to appear depending on your bank
- Please allow up to 10 days for your return to be processed during launch and sale periods



More returns info | www.misterzimi.com/customer-care
Have more questions? Please email us at online@misterzimi.com
or call us on 03 9576 2645 (Mon-Fri 9am-5pm AEST)