

ZIMMERMANN

ONLINE RETURN REQUEST FORM

This form must be sent back to Zimmermann Online with any item returned.

You may return (where available) your Zimmermann Online Store purchase, including sale items, by sending it back to the Zimmermann Online Store. Returns will only be accepted with proof of purchase on items within 15 days from the date of delivery. Returns are subject to adherence to our Returns policy detailed on our website.

ONLINE RETURN REQUEST STEPS

1. Submit a return request on the website. Go to www.zimmermann.com/submitreturn and follow the steps.

On completion of this process you will receive an email confirming your return details.

You may select a refund or store credit for all or some of your items.

2. Insert your return request number

3. Insert your name

4. Insert email and phone number

5. Carefully pack your return item(s) into one box and include all original packaging. If your return does not fit in one box contact Client Services for an additional return label.

Enclose this form, your order invoice, and any additional paperwork supplied to you by DHL during the courier booking process.

BOOK YOUR FREE RETURN BY COURIER

Book your return collection during the 'Submit a Return Request' process detailed above, or at a later time via the 'Book Courier' button in your Return Confirmation email.

DHL will collect your return on your booked date and deliver it to the Zimmermann Online Store for processing.

Note: to use this free service you will need access to a printer.

FREE RETURNS NOW AVAILABLE FOR ONLINE PURCHASES

IMPORTANT

Items must be returned within 15 days from the date of delivery. Items returned outside this period will not be accepted. Items must be in original condition and must not have been worn, altered or washed. All tags must remain in place. Every garment shipped has a tag attached reading, "Once this tag is removed, this garment cannot be returned". Once this tag has been removed, the garment is no longer returnable. We strongly suggest all items are tried on as soon as they are received. Purchases made in ZIMMERMANN stores cannot be returned to the online store. Returns must only be sent via the return courier service to be processed. For all swimwear and lingerie, the protective hygiene strip must remain in place and will not be accepted if removed or altered. Shoes must be returned in their original box. Earrings cannot be returned. If you wish to exchange for another item or size, you can do this in store or simply return it for a store credit or refund and purchase the new item separately. Allow 5 business days after receipt of goods for returns to be processed. A return request must be submitted to receive your return within normal processing times. All new items following an in-store exchange will be subject to the In Store Returns Policy.