

ZIMMERMANN

HOW TO SUBMIT YOUR RETURN

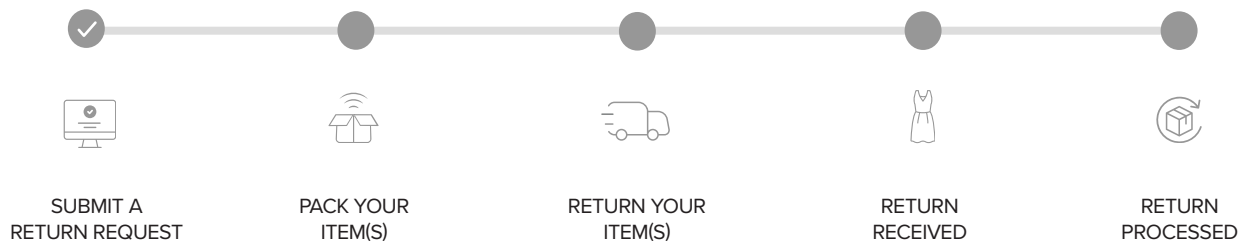
Returns are subject to adherence to our Returns policy. A return must be made within 15 days from the date of delivery. **Items returned outside this period will not be accepted.** Full return policy is detailed on our website www.zimmermann.com/returns.

You may return your ZIMMERMANN Online purchase for a refund or a ZIMMERMANN credit, by:

Returning it to a ZIMMERMANN Store

or

Sending it back to the ZIMMERMANN Online Store by following the below steps:



1. SUBMIT A RETURN REQUEST

Visit www.zimmermann.com/hk/submitreturn or scan the QR code. You will receive an email confirming your return details with your return label included. Without a return request, we are unable to process your return.

For international returns, please contact Client Services for additional documents necessary for your return.



2. PACK YOUR ITEM(S)

Print and affix the return label and include any additional paperwork provided in your return confirmation email to the outside of the package.

3. RETURN YOUR ITEM(S)

Complete your return based on your selected return service. You will receive further updates via email once your order has been returned to our warehouse and once processed.

Contact www.zimmermann.com/contactus for assistance, or scan the QR code.



IMPORTANT NOTES – Items must be in original condition and must not have been worn, altered or washed. All tags must remain in place. For all swimwear and lingerie, the protective hygiene strip must remain in place. Shoes must be returned in their original box. Cosmetics, underwear, earrings, tights, hair clips, hair chignons, and hair pins are final sale due to hygiene reasons. Items must not have been used in photography shoots, Instagram posts, online, commercially or for personal gain. All packaging (including garment bags) shipped with your order must be returned. This policy does not apply to ZIMMERMANN In-Store, Outlet or Concession purchases. Exchanges are offered on In-Store returns. In-Store returns can only be accepted for domestic orders.