

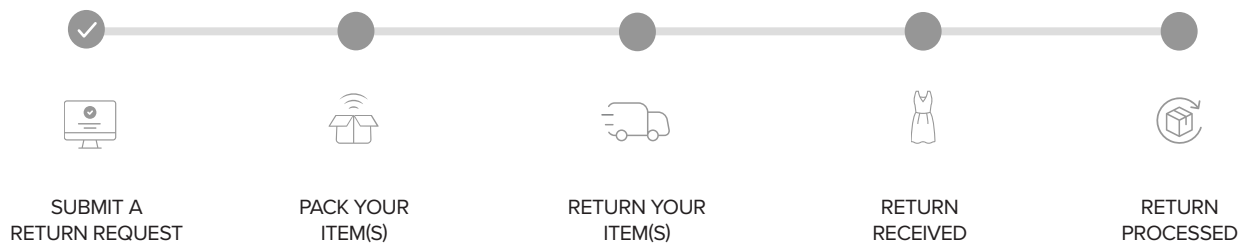
ZIMMERMANN

HOW TO SUBMIT YOUR RETURN

Returns are subject to adherence to our Returns policy. For online purchases, returns other than for faulty items must be requested within 14 days from the date of delivery for a refund. Please view the full Returns Policy on our website.

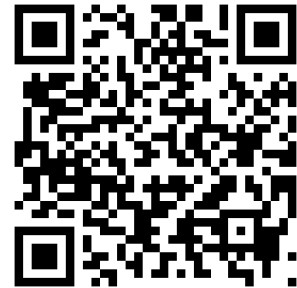
You may return your ZIMMERMANN purchase by:

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



1. SUBMIT A RETURN REQUEST

Visit www.zimmermann.com/hk/returns 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.



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.

TERMS & CONDITIONS - Items returned must be in their original condition, with all labels attached and not have been worn, altered, washed, or used for commercial gain. For swimwear and lingerie, the protective hygiene strip must remain in place. Shoes must be returned in their original box. Cosmetics, underwear, tights, hair clips, hair chignons, and hair pins are final sale due to hygiene reasons. Items must not have been used in photography shoots, social media posts, online, or for personal gain. For online purchases, returns other than for faulty goods must be requested within 14 days from the date of delivery for a refund. We recommend trying on all purchased items once received, to ensure adequate time to return items if necessary. For instore purchases, no refunds unless required by law. Returns other than for defective items must be made within 14 days of purchase against a credit or exchange upon presentation of the receipt, only in the country of original purchase. No refunds or exchanges on sale items except in case of manufacturing defect or if required by law. Exchanges are offered on in-store returns for domestic orders only. This policy does not apply to ZIMMERMANN Outlet or Concession purchases. Payments made in-store, including all WeChat and Alipay payments, are subject to the Store's return policy. Please view our full Returns Policy here: <https://www.zimmermann.com/returns>