



ZUMBAWEAR® RETURN & EXCHANGE FORM

INSTRUCTIONS:

PLEASE READ THE RETURN & EXCHANGE POLICIES, THEN COMPLETE THE FOLLOWING FORM AND SEND IT WITH THE ITEMS BEING RETURNED OR EXCHANGED TO THE ADDRESS BELOW. PLEASE WRITE ORDER NUMBER IN THE SPACE PROVIDED.

ZUMBA SHOP
Unit 5/198-222
Young St.
Waterloo, NSW 2017

ORDER #: _____

NAME:		TODAY'S DATE:	
SHIPPING ADDRESS:		CITY/ST/ZIP:	
PHONE #:		E-MAIL:	
DATE OF PURCHASE:		DATE ORDER RECEIVED:	

*RETURN POLICY

At ZUMBASHOP PTY LTD, we want you to be completely satisfied with your purchase. That's why we provide you with options in case you need to exchange your purchase.

Under our Return & Exchange Policy, you can:
Note: Zumbawear accessories cannot be returned or exchanged.

After reviewing the policies, print out the Return & Exchange Form you need and follow the directions on the form.

We're happy you've chosen to make a purchase from ZUMBASHOP PTY LTD. You can rest assured you're getting top-quality merchandise and feel confident you can exchange your purchase, if needed.

Under the Trade Practices Act 1974 you may seek a refund if goods:

- are or become faulty through no fault of your own
- are not fit for a stated purpose or a purpose you made known to our sales staff
- don't match our description or sample
- have defects that were not obvious or we did not bring to your attention.

ZUMBASHOP PTY LTD ONLY accepts exchanges of all regular-priced merchandise within 7 days of receiving your order if conditions are met.

Each item must be:

- in its original package unopened, or in perfect condition if it is open in its original package.
- For an item to be in perfect condition, it must be unworn, unwashed, and must have no traces of hair, deodorant or makeup.

The Return & Exchange Form must be included in the return package or a exchange cannot be granted.

All sale items and accessories purchased are not eligible for a refund.

Please ensure that the items are sent back through a traceable and/or insurable method as ZUMBASHOP PTY LTD is not responsible for any return packages that are not received. ZUMBASHOP PTY LTD reserves the right to limit returns. Please note that the original shipping and handling costs will not be refunded and you are responsible for paying the shipping cost on all returned items, unless the item is defective or incorrectly sent. If it is defective, it must also be sent back within 7 days upon receiving your order.

Unless ZUMBASHOP PTY LTD has posted an incorrectly sized item, if the customer wants to exchange the item for another size, an addressed satchel must be supplied for the return, or postage will be charged again to the customers card.

However, you are responsible for paying the shipping cost on all returned items, unless the item is defective.

ZumbaShop Return & Exchange Orders

Please post (registered) to:
Attention: Returns & Exchanges, Unit 5, 198-222 Young St. Waterloo, NSW 2017

EXCHANGE POLICY

If you are not completely satisfied with your purchase, any unworn, unwashed merchandise may be exchanged within 7 days of receiving your order. Exchanged item(s) will be shipped to you upon receipt of the return package and a confirmation e-mail will be sent once we have processed your return. Please allow two weeks to receive the exchanged merchandise. You are responsible for the shipping charges on the item(s) being sent back to ZUMBASHOP PTY LTD. Be sure to include the Return & Exchange Form in the return package or your exchange will not be processed. Please ensure that the items are sent back through a traceable and/or insurable method as ZUMBASHOP PTY LTD is not responsible for any return packages that are not received. ZUMBASHOP PTY LTD will not cover the cost to have the new merchandise sent to you. Please include a return satchel with correct return address within your exchange parcel. Failure to include a return satchel will incur a courier charge for your return.

DEFECTIVE/INCORRECTLY SHIPPED MERCHANDISE

In the rare event that you receive a defective or incorrect item, the new garment will be shipped to you upon receipt of the damaged/incorrect item originally sent, a confirmation e-mail will be sent once we have processed your return. Please allow two weeks to receive the exchanged merchandise. You are responsible for shipping the item(s) being sent back to ZUMBASHOP PTY LTD and we will refund you the postage cost once the item has been received. Be sure to include the Return & Exchange Form in the return package or your exchange will not be processed. Please ensure that the items are sent back through a traceable and/or insurable method as ZUMBASHOP PTY LTD is not responsible for any return packages that are not received. ZUMBASHOP PTY LTD will cover the cost to have the new merchandise sent to you. Please note that all defective/incorrectly shipped merchandise must be sent back within 7 days upon receiving order.

ACCESSORIES

Accessories are not exchangeable and are non-refundable unless defective.

PRICE ADJUSTMENTS

No price adjustments will be made for customers who purchase Zumbawear items at full price if the same merchandise, at a later date, is offered on sale.

REASON CODES:

PLEASE INDICATE BELOW THE REASON CODE(S) FOR YOUR RETURN OR EXCHANGE. YOU MAY REFER TO EXAMPLE IN RED.

TOO SMALL / SHORT	TOO LARGE / LONG	QUALITY / DISSATISFACTION	ORDER ISSUES
A: Overall B: Neck C: Chest D: Sleeve E: Waist F: Hips G: Length	H: Overall I: Neck J: Chest K: Sleeve L: Waist M: Hips N: Length	O: Defective Fabric P: Defective Sewing Q: Dislike Style R: Dislike Color S: Pricing Issue	T: Wrong Style Sent U: Wrong Color Sent V: Wrong Size Sent W: Arrived Damaged X: See Comments

ITEMS BEING RETURNED/EXCHANGED				EXCHANGE FOR THESE ITEMS (IF APPLICABLE):		
NAME OF ITEM	COLOR	SIZE	REASON CODE	NAME OF ITEM	COLOR	SIZE
V-Bra Top	Orange	M	C	V-Bra Top	Orange	L

COMMENTS:

IMPORTANT: IF CONDITIONS OF RETURN & EXCHANGE POLICIES ARE NOT MET, ITEMS WILL NOT BE ACCEPTED AND WILL BE RETURNED TO SENDER.