

ZUMBASHOP PTY LTD Return Policy

General Information

ZUMBASHOP PTY LTD accepts returns for any reason of all regular-priced merchandise (excluding accessories) purchased on zumbashop.com.au within 10 days of the delivery date and provides a full refund of the purchase price, if conditions are met. Accessories are any items that cannot be worn as tops, pants or shoes. ZUMBASHOP will not provide exchanges of any merchandise.

Eligible Returns

To receive a full refund of the purchase price, you must return your regular-priced item(s) (excluding accessories) within 10 days of the delivery date to ZUMBASHOP and must meet the following conditions.

Regular-priced purchases, merchandise must be returned in its original package, unopened, or in perfect condition. In order for the product to be in perfect condition, it must be unworn, unwashed, and have no traces of hair, deodorant, makeup, or distinctive smells.

If your returned item does not meet this criteria, or is determined to be not defective, the Zumba Home Office will send an email within 10 days to the email address you provided to discuss additional steps.

Returns

Original shipping charges are not refundable.

ZUMBASHOP reserves the right to limit returns, and is not responsible for any return packages not received.

Refunds

Purchases not made directly on zumbashop.com.au are not eligible for a refund. This means no third-party purchases – including purchases made at the Zumba Instructor Convention, any trade shows, and/or purchases from Zumba Education Specialists (ZESs) or other resellers – are eligible for a refund. If the order was made using a credit card, a refund will be issued to the account used for that particular purchase. A refund of the purchase price will be issued within 5 days of receiving the returned regular-priced item(s).

*Defective order is subject to verification. If order is deemed not defective, you will be held financially responsible for any return shipping costs.