

## RETURNS POLICY

We are happy to accept returns for product purchased from our website based on the following criteria:

You can provide us with a proof of purchase.

The product is returned within 30 days from the date of purchase.

The product is in as new condition with swing tags attached (if applicable).

If the item is damaged, defective or we have shipped the incorrect item we will gladly cover the shipping costs for the return as well as shipping a new item back to you. When returning the item please include a copy of the shipping receipt.

### FAULTY GOODS

In the event that products are faulty, we can provide you with a refund within 7 days of purchase.

Manufacturer's warranties may apply for any products purchased and returned for a claim after our 7 day refund policy expires; as a result, the purchase may require assessment by the manufacturer before we can satisfy or help you satisfy a warranty claim. Please check any documentation that came with your product for information on warranties.

7 DAYS

REFUND AVAILABLE

EXCHANGE AVAILABLE

ALL SHIPPING COSTS COVERED

### CHANGE OF MIND

Unfortunately, we cannot offer refunds if you change your mind about your purchase, however we will happily exchange the item.

If the item is being returned because you've changed your mind (i.e. weren't happy with your choice of colour or size etc.) we ask for you to cover the cost of returning the item to us however we will happily cover the cost of shipping the new item back to you.

30 DAYS

NO REFUND

EXCHANGE AVAILABLE

RETURN SHIPPING COST IS NOT COVERED

## RETURNS SLIP

Please fill out and include this returns slip with your return.

INVOICE ID: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Faulty Goods Return  
 E-Gift Card  Exchange

| SKU | PRODUCT NAME | COLOUR/SIZE | QTY | REASON FOR RETURN |
|-----|--------------|-------------|-----|-------------------|
|     |              |             |     |                   |
|     |              |             |     |                   |
|     |              |             |     |                   |
|     |              |             |     |                   |

COMMENTS \_\_\_\_\_

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Please send returns to:  
ATT: JT Surf Online Returns  
Unit 5, 183 Phillip Highway  
Elizabeth South S.A. 5112  
Australia

If you have any questions or concerns regarding returns please contact us at:

onlinesales@zorichgroup.com.au  
 (08) 7320 3200