



## RETURNS - AUSTRALIA & NEW ZEALAND

### 30 Day Returns

We want you to be happy with the items you've ordered. But sometimes that's just not the case, perhaps a little too big or the colour isn't quite right. Peachymama's standard return window is 30 days from the day you placed your order. This will normally give you plenty of time to receive and try on your items. But we also understand how busy things can get as a mum with a baby so **don't panic** if you think you may be a little late returning your garment, just send us a quick note beforehand to let us know.

### Can I Exchange my items?

Yes, absolutely.

You can send the item back to us with an accompanying note on the exchange. Or alternatively, we've found that the quickest and easiest way to ensure you get the items you want before they sell out is to re-Order and then send back the incorrect item for a refund. However, please note that on sale items we offer a credit note only. Clearance items are already heavily discounted and therefore are not able to be returned except if faulty. If we've sent you the wrong item by mistake or the item is faulty, we will happily refund you for the item and reimburse you for the return postage.

### Final Sale & Clearance Items

Clearance items are clearly labeled and are usually end of season stock that is heavily discounted. We're unable to accept returns for these items so please choose carefully.

### Promotions

Occasionally, we run Promotions where a free item is included when either the item quantity or dollar value of your Order exceeds a defined threshold (eg. 'Spend \$100 get a Free Bra' or 'Buy 3 Tops Get The 4th Free'). If you decide to return any item for a refund and this changes your final Order so that it is now below the Promotion's threshold (either by quantity or value); you have two options:

- 1.You are charged the full price of the Free item and this amount is deducted from the total refund payable to you; or
- 2.You return the Free item (unused as per our return policy and we refund the total amount payable to you.

### Stop! Don't Wash Your Garment Yet.

This is important: We cannot refund or exchange garments that have been worn or washed. To make sure you have the best experience, always try it on and check the garment thoroughly for size, fit and faults before washing.

### Why 'Original Condition' Is Important

We're a small family business and we need to be able to resell the item you're returning. So that means all tags and labels are still attached and the garment has never been washed or worn, apart from trying it on for fit. If the garment being returned has been washed, is marked ( eg. makeup, deodorant stains, perspiration marks, dirt, etc) or if the garment has any strong odours (eg. perfume or deodorant), we reserve the right to refuse a refund on that item and will not incur the cost of postage back to you.

### Swimwear Hygiene

Please ensure that your Peachymama swimwear items are tried on over your own underwear. In the interest of hygiene, we may refuse returned items where we reasonably consider that this has not been done.

### Multi-Packs & Bundles

Peachymama offers you a wide range of pre-designed multi-packs consisting of some of our most popular items bundled into one easy to buy package. These multi-packs are normally discounted and so if you decide to return a portion of it, the refund you'll receive will be a) the purchase price of the Multi-Pack minus b) the full retail price value of the items you wish to keep. It just means that the discount you receive when purchasing the multi-pack is no longer applied and the items you keep will be at their full retail price.

### Incorrect Items or Faults

We use high quality fabrics and accredited manufacturers. But on a very rare occasion you may have been sent a garment with a fault (eg. stitching coming away or fabric flaw, etc) or simply the wrong garment, please contact us and we'll sort it out. If you find a fault, simply take a photo and send it to us.

## HOW TO RETURN YOUR ITEM(S)

### STEP 1.

Complete this form & include it with your return items.

NAME	
EMAIL <i>(Same as your Order)</i>	
ORDER #	
COMMENTS...	

### STEP 2.

Package your items carefully and address to:

**Peachymama Returns**  
**PO Box 498**  
**Elwood**  
**Victoria 3184**  
**Australia**

### STEP 3.

Take the package to your nearest post office and send it back to us.