



THANK YOU FOR SHOPPING WITH US

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We understand that sometimes things just don't work out, so if you are not completely satisfied with your items we are more than happy for you to return a product within 31 days of receiving the order.

### **WOULD YOU LIKE TO RETURN AN ONLINE PURCHASE VIA POST?**

Returning product/s to our online store couldn't be easier!

#### **1. Fill in the Return Form**

Enclosed in your order. Your name and order number are the most important details, please ensure these details are correct. If you don't have your order number, refer to your order confirmation e-mail or contact our Customer Service team.

#### **2. Print your FREE Returns Label (Australian Customers) or arrange return postage (International Customers)**

**Within Australia-** Print your FREE returns label at [returns.auspost.com.au/sunburn](https://returns.auspost.com.au/sunburn) and make a note of your tracking number.

**Outside Australia-** Unfortunately Sunburn does not provide return international postage or accept responsibility for loss of return parcels. For peace of mind we suggest using a method of postage that offers tracking. Return your product/s to:

Sunburn Online Returns c/ Quantum Solutions  
PO BOX 5151  
Minto NSW 2566  
AUSTRALIA

#### **3. Pack and send your product/s**

Pack the items in their original condition with tags and hygiene stickers attached, together with the Returns Form in a protected parcel to avoid damage during transit. Secure the label firmly to your parcel and drop in to a red street post box (in Australia) or your local post office. Tip! Use the packaging you received your order in by turning it inside out so no old labels are visible.

### **WOULD YOU LIKE TO RETURN AN ONLINE PURCHASE IN STORE?**

You are more than welcome to return product/s to a Sunburn Store!

#### **Head to your nearest Sunburn Store**

To locate your nearest Sunburn store head to [www.sunburnswimwear.com.au/findastore](https://www.sunburnswimwear.com.au/findastore).

Make sure you have the order name, order date and confirmation number of your order, these can be located on the order confirmation email.

### **REFUNDS**

Once we receive your product/s, we will issue a refund within 5 business days to the original payment method.

### **CONTACT US**

Our Customer Service team will be happy to assist you with any questions you may have.

**EMAIL:** Our Customer Service team at [enquiries@sunburn.com.au](mailto:enquiries@sunburn.com.au)

**PHONE:** Our Customer Service team on 1300 575 620, we're here Monday to Friday between 9am-5:30pm (AEST/AEDT)

**ONLINE:** Most of our return information can be found online!

You can view this at [www.sunburnswimwear.com.au/delivery-and-returns.html](https://www.sunburnswimwear.com.au/delivery-and-returns.html)



## RETURNS FORM

### POST YOUR PARCEL TO

Sunburn Online Returns c/ Quantum Solutions  
PO BOX 5151  
Minto NSW 2566  
AUSTRALIA

<b>Order Number</b> Refer to confirmation email	
<b>Full Name</b> As per your order	
<b>Contact Number</b>	

### I'd like to return these items

Style Code	Style Name	Colour	Size	Reason

<b>A</b> Doesn't fit me	<b>B</b> Doesn't suit me	<b>C</b> Looks different to image on side	<b>D</b> Incorrect item received	<b>E</b> Faulty/Dirty
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All refunds can take up to five business days to be processed once the items are received back into our warehouse.  
If you require further information please email [enquiries@sunburn.com.au](mailto:enquiries@sunburn.com.au) or call **1300 575 620** between 9:00am - 5:30pm AEST / AEDT.