



RETURNS FORM

Every effort has been made to ensure you love your Coola Cozzies, however if you are not completely delighted with them we will provide a refund or exchange. Items must be returned within 30 days of purchase, in original condition, unwashed with tags still attached. Returns of the bikini briefs will be accepted if the protective gusset and labelling have not been removed. We appreciate your feedback so please tell us why the items did not meet your expectations by including a note below.

You should allow 15 working days for your exchange to be dispatched or refund to be processed. When returning items please place garments inside a secure Australia Post (or similar) post pack, affix postage and address to:

Coola Cozzies

PO Box 11

Ilfacombe Qld 4727

To ensure the best possible fulfilment of your exchange we recommend that you call us to reserve the style/size you require. You will not be charged delivery on your replacement item.

All other returns and reorders will be charged the standard Australia Post rate.

If you have any questions regarding these instructions for returns and exchanges please contact us on 0419 649 634 or email us on admin@coolacozzies.com.

To help us process your exchange or refund please complete the table below:

Qty	Product Code	Size	Refund (Please tick)	Exchange (Please tick)	Reason code	Note for Exchange / Refund

	Reason Code
1	It seems to be faulty (please explain why)
2	It doesn't fit quite right
3	It looks different to the photo on-line
4	I don't like the colour
5	I don't like the fabric
6	I've changed my mind

