

ZenaSwimwear

Alteration Form

1. Alteration Policy

ZenaSwimwear.com has a 7 business day Alteration/Exchange policy which commences from the moment of delivery. After this time, we will no longer be able to accept Alteration/Exchange items.

Contact

Please contact ZenaSwimwear.com via the **Online Alteration Request form** within 7 business days of delivery. We will need to distinguish if the item(s) are eligible to be altered. "Eligible" means that you have filled out all your information as stated on your purchase invoice correctly, pertaining to Measurements, Fabrics and Options. If we find that your request is valid, we will contact you via email in 1-2 business days to ask a few questions and present you with a few options.

Costing

Alterations are made for a 25% charge of the initial cost of item plus shipping. If you have overestimated a Tankini or swim short length we can alter this for a minimal charge of \$15.00 including your shipping costs.

Return

Alterations are generally completed within 2-3 weeks once your item is received. All items returned for alteration must be in their original state, with all tags and sanitary protection labels in place, and deemed to be in unworn condition before they can be accepted

2. Policy Exceptions

At ZenaSwimwear.com we will try and work with you to make your alteration process a satisfying one. Unfortunately, ZenaSwimwear.com will not be able to process any alterations/ exchanges due to the following;

Fabric / Color

If the customer dislikes the style or fabric color, we have links to order **Free Fabric Swatches** on applicable pages throughout ZenaSwimwear.com so that you may view the fabrics prior to you purchasing a swimsuit.

Measurements

The Measurements, Fabrics, and Options are not filled in correctly and/or missing and if a standard size is only chosen with no measurements. All companies have their own standard measuring system. A 36DD from one company can correlate to a 36D from another company, for this reason ZenaSwimwear does require your measurements to be filled out.

Defective

For any defects to the Fabric/Material **after** the suit has been worn: which includes the wear and tear, deterioration of Swimwear due to Chlorine, and defects caused by the purchaser.

Original Condition

If Items that have been worn, abused, altered, soiled, washed or damaged in any way. ZenaSwimwear.com holds a no warranty policy; we are not responsible for any damage that you may incur. Items received in such condition will be returned to the client and the purchaser will be charged for the return shipment, and forfeit all claim

3. Shipping your Alteration

Filling out the Alteration Form

Fill in the Date, your invoice number and sign the bottom of the form. Clearly explain the reason for the alteration. Enclose the original invoice, alteration form and any pertaining emails within the package.

Shipping

Please use a prepaid, insured and traceable method to ensure a safe and documented delivery. We cannot accept C.O.D. on merchandise returned to us. ZenaSwimwear.com will not be held liable for any lost packages being delivered to us.

Returns from the USA or Internationally

Returns from the U.S. must be shipped via the **United States Postal Service (USPS)** - standard shipping. Returns from the U.S. shipped through companies other than USPS - e.g. FedEx, UPS, DHL, etc. - will be refused.

All returned items should be declared as a **“Return/Repair of Canadian Merchandise”** on the customs declaration including a maximum value of \$20.00, otherwise United States Customs will charge ZenaSwimwear.com a 40% duty on the value that you place into this field. Returned items that don't have this mention on their custom declaration will be refused and returned to the sender. Moreover we will have to charge your credit card for the fees paid on the package.

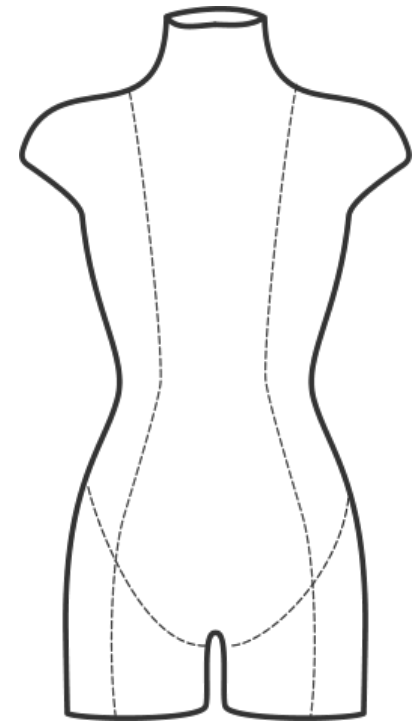
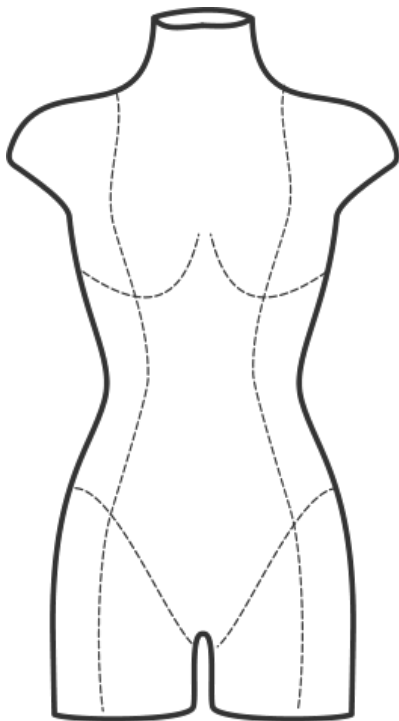
Please note the customer is responsible for all shipping and handling costs, as well as duties and/or taxes for International orders.

Print & attach the Return Label to the outside of your package and return via an insured/traceable method.

ZenaSwimwear

13733 107A Ave
Unit 427
Surrey BC, V3T-0B7
Canada

Description of Alteration: Please fill & enclose this portion of the Alteration Form with your merchandise & any corresponding emails between yourself and Zenaswimwear pertaining to your alteration



Drawing & Notes: If Needed

A large rectangular area with horizontal dashed lines, intended for drawing and notes.

Return Shipping Type for US Customers: USA Expedited 4-6 business days (**\$ 10.00**)
Return Shipping Type for CAD Customers: Canadapost's Expedited 4-6 days (**\$ 5.00**)

NOTE: if no method of payment is provided and your alteration or shipment results in a balance due, the original credit card will be charged for any balance due. Please allow up to 15 business days for us to process your Alteration request upon receipt.

PLEASE CHARGE TO MY (check one):

VISA MASTERCARD Charge CC on Account

CC # EXP CCV

Invoice # Date

Signature

I agree to the terms and Conditions of the Zenaswimwear Alteration Policy.