



Delivery & Returns Policy

Delivery

We aim to process and dispatch orders within 1–3 business days.

- Metro delivery timeframe: 1–3 business days from dispatch of your order from our premises
- Delivery timeframes may vary depending on location and carrier
- Once dispatched, you will receive tracking details via email

Important:

- Delivery timeframes are estimates only and may be impacted by factors outside our control
- Risk in the goods passes to you upon delivery. “This does not affect your rights under Australian Consumer Law, including where goods arrive damaged or faulty.
- You are responsible for ensuring all delivery details are correct
- We are not responsible for delays or delivery issues caused by incorrect information or events outside our control

If your order has not arrived within a reasonable timeframe, please contact us and we will assist in investigating.

Returns & Exchanges Overview

First return or exchange: **FREE** within 30 days of delivery

- We cover shipping for the first approved return or exchange on an order
- Any additional returns or exchanges from the same order are at the customer’s expense
- A shipping fee of \$8.80 applies to additional exchanges
- Items may also be returned in person at our Dandenong locations
- This timeframe applies to change-of-mind returns. Consumer guarantee rights may apply beyond this period.

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How to Request a Return or Exchange

You must request approval before sending any items back.

- Returns sent without approval will not be accepted

To request a return:

- Log into your Shopify account and select the item(s)
- For exchanges, include your requested size in the notes

Or contact us:

- orders@ssr.net.au
- (03) 8769 8419

Once approved, we will provide return instructions.

Change of Mind Returns

We may accept returns for change of mind, subject to the conditions below.

To be eligible:

- Items must be returned within **30 days** of delivery
- Items must be unused and in original condition, including:
 - Unworn
 - Unwashed
 - Undamaged
 - Unmarked
 - Unaltered
- All original tags must be attached
- Items must be returned in original packaging (including shoe boxes)
- These conditions apply to change-of-mind returns only.

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Additional conditions:

- Swimwear must have the hygiene sticker intact
- Return shipping costs apply to change-of-mind returns only.
We will cover reasonable return costs where items are faulty, damaged, or not as described.

Damaged, Faulty or Incorrect Items

Please inspect your order upon receipt and contact us as soon as possible if:

- The item is faulty or damaged
- You received the wrong item
- Items are missing
- Claims for missing items must be made within **30 days** of delivery
- We may request supporting evidence (e.g. photos)

Where an item is confirmed to be faulty, damaged, or not as described, we will provide a remedy in line with the Australian Consumer Law.

Refunds & Consumer Guarantees (Important)

Nothing in this policy excludes or limits your rights under the Australian Consumer Law.

If a product has a major failure, you are entitled to a refund or replacement.

If the issue is minor, we may choose to repair or replace the item within a reasonable time.

For approved refunds:

- Refunds are processed within **2–3 business days**
- Funds are returned to your original payment method
- Your bank may take up to **7 business days** to process the refund

If more than **15 business days** have passed since approval, please contact us.

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Non-Returnable Items

Returns are not accepted for:

- Items purchased using the School Saving Bonus (*change of mind only*)
- Sale items are not eligible for return for change of mind. This does not affect your rights under Australian Consumer Law.
- Gift cards
- Custom or personalised products
- Perishable goods
- Personal care items
- Hazardous materials