

Need to return items?

Return any items within 30 days either online or in-store.



HOW TO RETURN TO OUR ONLINE STORE

PRINT

Print your tax invoice, located in your online City Beach account under order history.



FILL

Complete the return request form on the back of this page.



PACK

Pack your product/s in their original condition, clean with tags attached, with the tax invoice and this returns request form and send them back.



POST

City Beach Online Returns PO Box 2399
Mansfield Queensland
4122



PROCESS

Once the requirements of the returns and exchange policy have been met, we'll offer you a refund.

HOW TO RETURN IN-STORE

PRINT

Print your tax invoice, located in your online City Beach account under order history.



DROP IN

Head into one of our stores with your product/s in their original condition with tags attached. Find a store near you: citybeach.com.au/find-stores



ASK

Ask a City Beach team member to assist you with your return.

**In-store refunds exclude Afterpay and Zip Pay.
Please return via our online store.**

EXCHANGES & REFUNDS

- Earrings and pierced jewellery can only be exchanged/ refunded if deemed faulty or if the incorrect product was sent to you.
- Swimwear and underwear can only be returned if they are in their original condition with all tags and protection stickers attached, unless deemed faulty. All swimwear sets need to be returned in their original sets.
- Sale product can be returned for a refund if you change your mind or if deemed faulty.

City Beach is not liable for any shipping costs associated with returning items.

Return Request Form

In order to process your return as quickly as possible, please complete the details below.



ORDER NUMBER _____

QTY	PRODUCT NAME	COLOUR	SIZE	REASON CODE

RETURN/REFUND REASON CODE	
A	TOO BIG
B	TOO SMALL
C	COLOUR NOT AS EXPECTED
D	STYLE NOT AS EXPECTED
E	DOESN'T SUIT ME
F	RETURNING GIFT
G	PRODUCT FAULTY
H	INCORRECT PRODUCT RECEIVED
I	ARRIVED TOO LATE
J	ARRIVED DAMAGED

CONTACT OUR CUSTOMER SERVICE TEAM



1800 640 811
Monday - Friday
9am - 5pm (AEST)



Hit the chat button at the bottom of the homepage. Monday - Friday
9am - 5pm (AEST)



Email us via
[citybeach.com.au/contact-us](mailto:support@citybeach.com.au)



Help Centre
support.citybeach.com.au