

ZENA|SWIMWEAR

Alteration/Exchange Policy

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ZenaSwimwear constructs each suit individually, using your measurements, and Color Choices.

We “DO NOT” administer a Return/Refund on Custom Swimwear.

In the unlikely event that you did receive a **defective item**, we will gladly replace it with the same item of equal value with no charge to you. By "Defective" we mean: Rips and tears in the fabric, broken clasps, and damage caused by the carrier.

We do allow for Alterations under our **Alteration Policy**. Please make sure that you ask as many questions before you order. See Below.

Alteration Overview

1. Alteration Policy Overview

- **Timeframe:** Alterations/exchanges must be requested within **7 business days** of delivery.
- **Eligibility:** Items are only eligible if:
 - Measurements, fabric choices, and customization options were accurately provided at purchase.

We **cannot accept** alterations for:

- **Fabric/Color Preferences:** Use our free fabric swatches to preview materials before purchasing.
- **Incorrect Measurements:** Ensure measurements are provided and accurate.
- **Post-Wear Defects:** Damage from chlorine, wear and tear, or improper care.
- **Non-Original Condition:** Items that are washed, altered, or damaged.
 - The item is in **unworn, original condition** (no damage, stains, or alterations).

Process & Costs

Step 1: Contact Us

- Email support@zenaswimwear.ca within 7 business days of delivery.
- Include your **order number** and a detailed alteration request.
- Include Photos if needed

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Step 2: Approval & Pricing

- We'll review your request and respond within **1-2 business days**.
- **Costs:**
 - We will offer a few options on cost, repair and shipping
 - Once we receive approval to the agreed upon alteration or repair, please ship below as per instructions
 - Sometimes a repair is as simple as shortening a Tankini or Shorts Leg Length which is a minimal charge of \$15-\$20
 - Other times it can be more complex and we would have to recreate the whole or part of the swimsuit which could incur costs of sometimes up to 50% of the original price.

Step 3: Shipping Your Item

- Ship items via **insured, traceable mail** (e.g., USPS for U.S. returns).
- Include:
 - Include all 3 pages of this Completed form.
 - All Corresponding emails between yourself and ZenaSwimwear pertaining to your alteration
 - Copy of Original invoice.
- **Customs:** Label packages as **“Return/Repair of Canadian Merchandise”** with a declared value **\$20**.
 - Failure to do so will result in **40% customs fees charged to your account**.
- **Shipping:** Use USPS for U.S. returns; other carriers (e.g., FedEx) will be refused.

Step 4: Processing

- We will notify by email once your swimsuit has arrived in our office
- Alterations take **7-8 business days** after receipt.
- **Return shipping costs** are the customer's responsibility.
- ZenaSwimwear is **not liable for lost packages**—please retain tracking details for your records
- We will ship your item at **OUR** cost back to you using regular tracked 5-7 business day shipping from Canada post.

Checklist

- Sign** at the Bottom of this page and **Initial** Page 1 and 2 . Include it in the package with your swimsuit.
- Attach Original Invoice
- Use insured tracked shipping
- Label packages as **“Return/Repair of Canadian Merchandise”** with a declared value **\$20.**

Shipping Costs to ZenaSwimwear are the customers responsibility, we take care of the costs for shipping the alteration back to you.

By Signing Below, I confirm:

- I've read and agree to the Alteration Policy
- My item meets all eligibility criteria

Email	
Print Name	Signature
Date	Invoice #

Charge Agreed upon Alteration Cost to:

- Credit Card on Account
- Send New Link with Payment Options

Please Ship to the Address

ZENASWIMWEAR

C/O ANA STILINOVIC
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