



Returns Policy Triumph Online New Zealand

Triumph is committed to ensuring you are completely happy with your lingerie purchase. If for any reason you are unhappy with your order, you can return or exchange your product purchased online via post within 30 days of the purchase date, with presentation of receipt/s. Simply complete the returns form and send it to our online returns team. Customers are responsible for all return postage costs. If you are returning or exchanging a faulty or damaged item, subject to inspection Triumph will arrange a refund of incurred postage costs

Please note:

- We can only accept garments returned in their original condition. The garments must be clean, unworn, unwashed and have all ticketing and labelling still attached to the item.
- Proof of purchase must be provided when returning your goods. Your tax invoice was emailed to your preferred address at the time your order was placed online. Please return this invoice with the returns form.
- Original freight charges will not be refunded unless the goods are deemed damaged or faulty at time of purchase.
- If you are unsure about returning your garment, please do not hesitate to contact us on 0508 415 415, we will be more than happy to help you out!

How can I return garments?

Simply complete the Returns Form included with your parcel and send your parcel to the reply paid address below.

HOW TO GET A FREE RETURN LABEL?

To receive a free return label, please email your request to returns.nz@triumph.com or simply contact us on 0508 415 415, and we will email it to you.

Love the style but the size is wrong?

Under the Feedback and Exchanges section of the returns form, please specify which size or colour you wish to exchange the garment to. Exchanges are only valid on incorrect size or colour, meaning you cannot exchange your item for a different style entirely.

Goods should be returned via New Zealand Post to our returns address:

Triumph Online – Returns NZ
PO Box 527
Wynnum Central QLD 4178
Australia

Thank you for shopping with Triumph and we hope you love your new items!



Returns Form Triumph Online New Zealand

Please complete this form so that we may process your request in a timely manner. You will receive your refund to your original method of payment.

Please indicate the reason for your return:

- Change of mind
- Incorrect size / fit
- Faulty / Damaged goods
- Incorrect supply of order

Fill in the section below with details of your returned item and attached proof of purchase.

| | |
|--|-----------------------------|
| Your name: | |
| Your invoice number: | Date of purchase: |
| Style: | Qty: |
| Colour: | Cup/size: |
| Additional comments/Feedback and Exchanges | |
| Garment RRP: | Sale price (if applicable): |

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