

Returns and Exchanges Policy

Continuous | Queensland, Australia | Last updated 1 July 2026

Overview

This policy applies to the Continuous Contour Rowing Unisuit and future individual Continuous products unless a different policy is stated at the time of sale.

Change of mind

Continuous does not accept change-of-mind returns for the first release. Please choose carefully before confirming an order.

Size exchanges

Size exchanges are not guaranteed, especially for the first release, because stock is limited. If spare stock is available, Continuous may consider a size exchange on a case-by-case basis.

Condition for any exchange

- Item must be unworn.
- Item must be unwashed.
- Item must be in original condition.
- Customer must contact Continuous within 30 days of receiving the item.
- Exceptions may be considered only where the product has a genuine fault.

Incorrect size

If a customer chooses the wrong size, this is not considered a product fault. If Continuous supplies a different size from the size confirmed in the order, Continuous will work to correct the issue.

Faulty products

If a product has a genuine fault, Continuous will handle the issue in line with Australian Consumer Law. Depending on the issue and stock availability, this may include a replacement, refund, or other suitable remedy.

Examples of faults

- Stitching failure not caused by misuse.
- Significant print issue.
- Damaged item on receipt.
- Product issue that makes the item not as described.

Not considered faults

- Normal wear and tear.
- Damage caused by incorrect washing or care.
- Crash or accident damage.

- Heavy abrasion.
- Damage caused by misuse.
- Customer selecting the wrong size.

Return postage

- If the issue is a genuine fault, Continuous will cover reasonable return postage where required.
- If a size exchange is approved and the issue was not caused by Continuous, return postage will be discussed case-by-case.

Contact

To report an issue, contact joschka.holdt@icloud.com within 30 days of receiving the item. Include your name, item, size, date received and clear photos of the issue.

This document is a practical business template for Continuous and is not legal advice. Policies should be reviewed as the business grows or if sales methods change.