

Honey Birdette

Returns and Exchanges

We will happily exchange, credit or refund (excluding delivery charges) your lingerie goodies within 30 days of purchase given they comply with the following conditions:

1. For health and hygiene reasons we do not exchange, credit or refund toys or latex unless of course, the goodies are faulty.
2. The returned item(s) must be unworn, unwashed, or otherwise unused with original swing tags/labels attached. Hosiery, perfumes, oils and lubricants must be unopened with the plastic seal still intact.
3. If you request a refund/credit, the purchase price (excluding delivery charges) will be refunded/credited after we have received the item(s) back and have confirmed that the conditions above have been met. Refunds will only be credited to the credit/debit card of the purchaser.
4. With the exception of faulty items, you are responsible for the cost of delivering the item back to us, or you can return it to one of our boutiques (see below for details)
5. Given that sales are rare for our luxury boutiques and a great way to make way for new collections, size availability is fast-moving. Unfortunately, there are no exchanges, credits or refunds offered on SALE items for this reason.

What if it's faulty?

We always do our best to ensure that all products are in excellent condition.

However, if you do receive a product with a fault, we are happy to replace, exchange or refund the item if it is returned within 90 days of the original purchase. All toys have a 1 year manufacturer's warranty and will be replaced if a proof of purchase is provided. All returned products are tested and unfortunately will not be accepted if they are considered to be in good working order.

How do I return items I purchased online?

Firstly, you will need to call **1300 661 421** or email **webshop@honeybirdette.com.au** to get yourself a return authorisation number.

Return to a Boutique

Simply take your item(s), along with your return authorisation number & proof of purchase to any boutique.

The Honey's in-store will take your items & organise a refund via the website, or exchange your items with stock available in store.

Return to our online store

Simply visit the below link on our website & follow the instructions to create a return label through Australia Post:

[honeybirdette.com/online-returns](https://www.honeybirdette.com/online-returns)

All online returns & exchanges within Australia cost \$11.50. In most cases the initial cost of return is not refundable. However, exchange items will be shipped to you FREE of charge.

Next, **fill in your details below** - pop this form in with the item(s) you're returning/exchanging & post it at any Australia Post Office or Post Box with the returns label attached.

Full name: _____ Order #: _____

Return Authorisation Number # _____

As soon as we receive your returned item(s) we will process your refund or exchange request. If the replacement item you've requested is in stock, it will be sent within 5 business days. If it's not available, we will contact you as soon as possible to offer either an alternative item/size or a refund.

Comments? _____

For full details of our returns and exchange policy, visit **[honeybirdette.com/returns](https://www.honeybirdette.com/returns)**