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## Mumty Bumpty's Return Policy

We are here to ensure you are completely happy with everything we offer. If, however, you are not completely satisfied with an item, we will exchange it or give you a full refund, provided that the item is returned to us in its original condition and packaging. The item must be unworn, unwashed, and all the labels must still be attached.

When trying on briefs, shorts or swimwear, please do so over your own underwear. When trying on bra's, please avoid make up or lotions coming into contact with the item. In the interests of hygiene, we have the authority to refuse returns where it is obvious this has not been respected.

### RETURNS

**If you are returning items that have been issued to you by standard mail, returns must be back with us within 21 days of our issue date.**

**If you are returning items that have been issued to you by express mail, returns must be back with us within 16 days of our issue date.**

Unfortunately, returns received outside these periods cannot be accepted, so please also allow enough transit time for your goods to get back to us. We will always make allowances for disruption to postal services which may affect your returned item getting back to us, but if you think your return may be late for any other reason, please contact Mumty Bumpty as soon as possible.

**On receipt, we will send you an email to let you know when your return has been received.**

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### ORDERS SHIPPED OUTSIDE THE UK

**If you are returning items that have been issued to you by standard mail, returns must be back with us within 36 days of our issue date.**

**If you are returning items that have been issued to you by express mail, returns must be back with us within 28 days of our issue date.**

Unfortunately, returns received outside these periods cannot be accepted, so please also allow enough transit time for your goods to get back to us. We will always make allowances for disruption to postal services which may affect your returned item getting back to us, but if you think your return may be late for any other reason, please contact Mumty Bumpty as soon as possible.

**You will need to pay return postage for all orders sent outside the UK.** Please mark your package clearly as 'RETURNED GOODS' to avoid delays at customs. We suggest you use an insured, traceable shipping method and keep your shipping documentation so that you can make a claim with the carrier if it gets lost.

**On receipt, we will send you an email to let you know when your return has been received.**

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### **ITEMS THAT CANNOT BE RETURNED**

Most items bought from Mumty Bumpty can be returned, with the exception of anything listed below:

- Gift cards are non-returnable and cannot be exchanged for cash.
- Sales items can not be refunded but exchanges can be made. If you want a replacement item of a higher value than the return, you can pay the difference.

### **SERVICES THAT CANNOT BE REFUNDED**

- **Shipping charges** will not be refunded if goods are simply returned. If you have asked for replacement items, you will not be charged again for shipping these. Express delivery of replacements can be requested at the time of return and the difference will be charged to your card.

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### **"I have received some Mumty Bumpty items as a gift from someone else. Can I return them?"**

Yes, you are entitled to return items as normal - please refer to the return guidelines above. If you would like replacement items of a higher value than the return, you can pay any difference owing with your own card. If you'd like to do this, please include clear payment instructions with the returned items, together with your own contact details in case we have a query. However, please do note that refunds can only be issued to the card which was used to pay for the goods.

This policy does not affect your statutory rights.

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### **RETURNS ADDRESS**

Please use the returns label enclosed with your goods. If you do not have it any more, you can send your return to this address:

#### **RETURNS**

Mumty Bumpty  
Kathy Vint  
5 Clifton Moor Business Village  
York  
YO30 4XG  
United Kingdom

**You will need to pay return postage to this address.** We suggest you send it via an insured, traceable method and keep your shipping documentation so that you can make a claim with the carrier if it gets lost.