



# Bravado Designs – US Return Policy

We hope you are thrilled with your Bravado purchase! If for any reason it doesn't meet your needs or expectations, we have Certified Fitters ready to help you find the best size and fit at 1-800-590-7802.

The following is our policy and instructions for returning your garment back to us:

## **What is Eligible for Return?**

Bras and Tanks may be returned up to 30 days from the date of purchase, provided that they have only been tried on and not worn or washed, and are in "as new" condition.

## **What is not eligible for Return?**

For hygienic reasons, underwear cannot be returned. Final Sale items, discontinued styles, and non-apparel (e.g. breast pads) cannot be returned.

## **Can I Exchange my Bra for another size, color or style?**

We do not offer exchanges. You would return your purchase for a refund, and place a new order. Refunds will be issued for all items returned back to us. If a discount code was used on your order, please contact us at 1-800-590-7802 or by email ([customerservice@bravadodesigns.com](mailto:customerservice@bravadodesigns.com)) or Live Chat.

## **Who pays for Return shipping?**

Return shipping is free! One Free Return Label is included in your shipment so that you may return your garment(s) back to us.

## **How to Return an Item:**

1. Fill out the Return Form enclosed in your order, and pack it with the item(s) you are returning.
2. Where possible, use the original box and packing materials to prevent damage in transit.
3. Affix the Free Return Label on the outside of the package.
4. Send your returns via regular mail using USPS. COD's will not be accepted.
5. Please keep the tracking information so you can check the status of your package.

## **When will I receive my refund?**

Please allow 3-4 weeks from the day we receive your items at our warehouse. Please call us if your credit is not received within that time frame. Bravado Designs reserves the right to evaluate all returns before issuing a credit.

## **Product Defects**

Bravado Designs will replace a manufacturer's defect on any of our products within 45 days of product purchase. Defects may extend to clips (that are broken, will not stay closed, will not open), stitching, defects in fabric and/or trims etc. Some defects only appear with wear. Each garment will be evaluated for defects by our Quality Assurance Department. If you believe your garment is defective, please contact our Customer Service Department.

Date: \_\_\_\_\_



# US Customers:

**We do not offer exchanges. You would return your purchase for a refund and place a new order.**

To make a return, simply fill out this form and include in your return shipment, then affix the included free return label to your box and deliver to your local post office.

For sizing and style advice contact us via phone, email or Live Chat!

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Pick Ticket #: \_\_\_\_\_

Payment Method:  VISA  Mastercard  PayPal

Email Address: \_\_\_\_\_

Style #	Color	Size	Quantity	Description	Return Y/N	Reason Code*	Comments	For Office Use Only	
								BU or TO	Type

**\*Return Reason Code:**

1	Wrong Size
2	Style not as expected
3	Shipping error
4	Changed my mind
5	Defective product

**Bravado Designs Ltd.**  
 Returns Dept.  
 C/O Speed Global Services  
 2299 Kenmore Ave  
 Buffalo, NY 14207

**FINAL SALE** on all Clearance merchandise, discontinued styles, underwear and Non-Apparel products (i.e. DVDs, Breast Pads). No exchanges or refunds.