

Broochini

RETURNS

Didn't work out? It happens!

We will gladly accept items for return that are unworn & unwashed with original packaging 30 days after purchase.

Please use the pre-paid shipping label enclosed in your parcel to send via our DHL free post service. All Shipping is complimentary on all returns; however, if you are based outside the EU you may need to pay taxes and duties on this.

1. If you wish to return an item purchased online at www.broochini.com please e-mail us at online@broochini.com before shipping your return and within 30 days of receiving the merchandise for a Return Authorisation number (RA).
Please ensure this Returns Form is filled in with your Return Authorisation number and sent back with your item so we are able to identify and process your return as quickly as possible.

Return Authorisation Number: _____

Full Name: _____

Phone Number: _____

Order Number: _____

Email: _____

Address: _____

Date: _____

2. Please ensure this Returns slip is filled in with your Return Authorisation number and sent back with your purchase so we're able to identify and process your return as quickly as possible.

3. **Book a free collection with DHL**, by calling **+44 (0) 844 248 0844** or visiting dhl.com and selecting your country to find the telephone number of your nearest DHL branch. You will need to quote Broochini's DHL Account Number which is located on the shipping label in your parcel.

To ensure your return is covered by our complimentary returns policy, please send it back from the same country it was delivered to. Orders sent back from a different destination may incur additional charges and be delayed in customs.

STYLE NAME / NO.	COLOUR/PRINT	SIZE	REFUND	REASON

IMPORTANT: All returns need to be mailed back within 30 days of the delivery date. Items must be in the original condition and must not have been worn, altered or washed. All tags must remain in place. For all swimwear, the protective hygiene strip must remain in place and will not be accepted if removed or altered. Please allow 5 — 10 working days after receipt of goods for returns to be processed.

EXCHANGE: We do not offer exchanges, but of course you are welcome to return a full priced item for a refund and repurchase your preferred item/size once we've refunded you.

LOST SHIPPING LABEL: If you have misplaced your Shipping Label, please contact online@broochini.com so we can email you a replacement.

REASON

1. TOO SMALL
2. TOO BIG
3. WRONG ITEM
4. ARRIVED TOO LATE
5. FAULTY

BROOCHINI

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