



Your Boody Guarantee

If you are not entirely satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, you may return it to us within 30 days for replacement, exchange or a refund. Please note that it will take 5-7 working days on average to process a refund. To be eligible, items must be unworn, undamaged, and unmarked, and in their original packaging. For hygienic reasons it is against the law to exchange or refund women's and men's underwear and women's bodysuits, except in the case of a faulty garment, in which case we will organise an immediate replacement sent to you free of charge.

To help us quickly process your return, please clearly fill out all the details below and e-mail this form to sales@boodywear.co.za and we will take care of the rest.

Your name: Your e-mail address:

Your cell phone number: Order number:

Your banking details for refund:

Bank: A/c Number: A/c Type: Current / Savings

Branch Code: A/C Holder:

Items being returned:

Item Code Description Size Qty Reason Code* Exchange/Refund

Item Code	Description	Size	Qty	Reason Code*	Exchange/Refund

*Return Reason Code:

A – Doesn't fit B – Faulty/Damaged C – Change of Mind D – Item not as expected E – Wrong item delivered

For exchanges, please discuss with our Customer Support team so that they can arrange the correct item(s) to be sent to you.

T's & C's: Free returns and/or exchanges are limited to one occurrence per order. This return/exchange policy applies only to products bought on Boody's online store. Products cannot be returned/exchanged at one of our stockist locations nor can we accept returns/exchanges for products purchased through one of our stockists. Items purchased on sale cannot be returned or exchanged. The shipping costs on orders under our free shipping threshold are non-refundable. If an item(s) is returned but no exchange is taken and the value of the remaining items purchased is below the free shipping threshold, the cost of the courier will be deducted from the refund amount on the returned item. Refunds on orders that were paid for using PayJustNow will have a charge of 5.5% deducted from the refund amount and those that were paid using MasterPass will have 3.75% deducted from the refund amount. Boody cannot take responsibility for items not received. Returns and exchanges to and from Power Stations/Plots/Farms/Remote Areas/Townships/Embassies/Consulates will incur a surcharge of R145.00.

Customer Support details: T: 031 502 2542 E: sales@boodywear.co.za www.boody.co.za