

# BONDI BORN®

## AUSTRALIAN FREE RETURNS POLICY

At BONDI BORN the happiness of our customers is of utmost importance to us. If you are not 100% happy with your purchase, we offer Australian customers free returns within the terms of our policy below.

### HOW TO APPLY FOR A FREE RETURN OR 115% CREDIT

- Items must be unworn, unused, and undamaged, with the original tags and hygienic seal.
- You must notify us of your request to return within 14 days of receiving your order by submitting your request through our dedicated Returns Portal: <https://bondiborn.com.au/pages/returns>.
- Complete the required fields:
  1. The BONDI BORN order number (ORDER ID).

This number will be on the order confirmation email and on the packing slip sent with your order. It will begin with BB and is followed by 5 digits.
  2. The email address you used to place your order.
  3. Your contact details and the reason for the return.
- We will then email you a pre-paid return label with tracking details.
- Complete the form below and include it in the returning package.
- Seal the returns package, apply the pre-paid return label and drop it into your nearest Australia Post Shop within 7 days of submitting your return request.

CUSTOMER NAME	ORDER DATE	ORDER NUMBER

### REASON CODES

- |                      |                                     |                      |
|----------------------|-------------------------------------|----------------------|
| 1. Fit – Too Big     | 6. Style – Doesn't Suit Me          | 11. Arrived too late |
| 2. Fit – Too Small   | 7. Style – Fit and Feel of Material | 12. Other:           |
| 3. Fit – Too Long    | 8. Style – Colour not as expected   | _____                |
| 4. Fit – Too Short   | 9. Wrong Item/Size Received         | _____                |
| 5. Fit – Overall Fit | 10. Product Faulty                  | _____                |

PRODUCT CODE	PRODUCT NAME	COLOUR	SIZE	REASON CODE

- I would like to receive a **refund** (refunds will be made through your original payment method).
- I would like to have a **115% BONDI BORN Credit** applied to my account.  
(Credits must be used within 12 months and are equal to the original purchase price plus a 15% bonus).



For help at any time please use the live chat service on our site, contact our friendly customer service team [customercare@bondiborn.com](mailto:customercare@bondiborn.com) or visit our FAQs page on [www.bondiborn.com](http://www.bondiborn.com).