BONDI BORN®

NEW ZEALAND 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 returns within the terms of our policy below.

HOW TO APPLY FOR A 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:

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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 confirmation of your request and provide full details on where to send the return.
- Complete the form below and include it in the returning package.
- Seal the returning package and post or courier it back to us within 7 days, using your preferred service. Please note that we cannot provide refunds or credits to packages that are lost in transit, so we recommend you use a service that provides you with confirmation of delivery.

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reason codes							
1. Fit – Too Big		6. Style – Doesn't Suit Me		11. A	11. Arrived too late		
2. Fit – Too Small		7. Style – Fit and Feel of Material		12. O	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					
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PRODUCT CODE	PRC	PRODUCT NAME COL		UR	SIZE	REASON CODE	
I would like to re	eceive a refund (refu	nds will be made through your	original payr	ment me	thod).		
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