

BONDI BORN®

UNITED STATES 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.

FINAL SALE Item(s) purchased that are described as 'Final Sale', samples or discounted 50% or more, are not eligible for a refund or exchange unless faulty.

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 page: <https://bondiborn.com/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 INT and is followed by 4 digits.
 2. The email address you used to place your order.
 3. Your contact details and the reason for the return.
- We will email you confirmation of your request and provide a U.S. domestic postage label to be used with your return. Please note that **return postage is charged at a flat rate of USD\$20.00** and will be charged upon lodging your return request.
- Complete the form below and include it in the returning package.
- Seal the returning package back to us within 7 days of lodging your request.

CUSTOMER NAME	ORDER DATE	ORDER NUMBER

REASON CODES

- | | | |
|----------------------|--------------------------------------|------------------------------|
| 1. Fit – Too Big | 6. Style – Doesn't Suit Me | 11. Wrong Item/Size Received |
| 2. Fit – Too Small | 7. Style – Fit and Feel of Material | 12. Product Faulty |
| 3. Fit – Too Long | 8. Style – Colour not as expected | 13. Arrived Too Late |
| 4. Fit – Too Short | 9. Ordered More Than One Size/Colour | 14. Other: |
| 5. Fit – Overall Fit | 10. Changed My Mind | |

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 or visit our FAQs page on www.bondiborn.com.