

Exchange / Returns

B E N D O N L I N G E R I E

Thank you for shopping with us.

We hope that you love your new purchase. If it's not quite right we offer free refunds or exchange. Simply return them within 30 days of delivery and we'll happily provide an exchange or refund. Please take care when trying on items as all products must be returned in a new and unused condition with all labels still attached. We ask that you try on lingerie and swimwear over your underwear. All swimwear must have the hygiene sticker still in place in order to return.

here's how to return items in-store:

1. Visit us



Take the product(s) you're returning to your nearest Bendon Lingerie store.

2. Provide proof of purchase



Our staff will help you find your perfect fitting lingerie. We're happy to accept online returns in-store, as long as you have your confirmation email and invoice slip from inside your package.

If you purchased online using Paypal or AfterPay you will need to post this back to us as we cannot offer refunds in-store via this payment method.

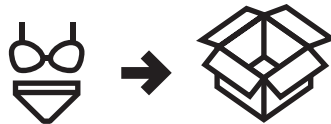
here's how to return items by post:

1. Complete form



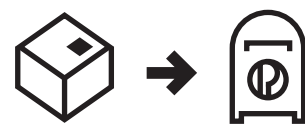
Fill out the form on the reverse of this page.

2. Pack items for return



Pack all products with this form inside a secure carton or reuse the original packaging and affix the pre-paid, pre-addressed label (included with your original order) to your package. Make sure you cover or remove original address label.

3. Post back to us



Head to your local Post Office and send the package back to us. **For security and peace of mind, we strongly suggest registered post as unfortunately we are not liable for lost return parcels.**

That's it. We will be in touch once we receive your return to confirm we have processed your refund or that your new purchase is on its way to you. Patience is a virtue! We may need up to 14 days during busy periods to receive your return and action your request. Thanks for your understanding.

Refunds

Refunds will be made against the original payment method and usually take 3-5 days to show in your account once processed. We will send you an email notification to let you know your payment is on its way.

Faulty Items

We do our best to ensure we only provide the best quality product, unfortunately from time to time faults can occur. In order to resolve problems as quickly and efficiently as possible, we kindly ask that you send the product back to us with a detailed description of the fault. Our quality care team will assess the damage and we will be in contact with you via phone or email. You can view our full returns policy at: www.bendonlingerie.com/help/delivery-and-returns

Exchange / Returns

B E N D O N L I N G E R I E

Name: _____

Order Number: _____

Date Sent: _____

We happily accept returns in original new condition, unsoiled with all labels still attached.

Products Returned

Item Code	Size	Product Name	Return Code	Exchange	Refund
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>
				<input type="radio"/>	<input type="radio"/>

Return Codes:

M - Change of mind
F - Faulty garment

D - Looked different to online
C - Wrong colour

W - Wrong product delivered
B - Wrong size (too big)

S - Wrong size (too small)

Exchange For

Item Code	Size	Product Name	Colour

Office Use Only

Date Received:

Staff Initial:
