



How to Make a Return

At BXELEVEN®, we aim to make the return process straightforward and convenient. If you have an unwanted item that you'd like to return, please follow the steps below. For unwanted items, we provide a prepaid return shipping label, and the return shipping cost is deducted from your refund.

Step 1: Initiate Your Return Request

- **Timeframe:** You have **30 days** from the delivery date to initiate a return for unwanted items.
 - **Contact Us:**
 - **Email:** Send a return request to **support@BXELEVEN.com**.
 - **Information to Include:**
 - **Order Number:** Found in your order confirmation email or packing slip.
 - **Item(s) to Return:** Specify the item(s) you wish to return.
 - **Reason for Return:** While not mandatory, your feedback helps us improve.
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Step 2: Receive Return Authorisation and Prepaid Label

- **Return Authorisation Number (RMA):**

- After reviewing your request, our customer support team will provide you with an RMA number via email.
 - **Prepaid Return Shipping Label:**
 - A prepaid shipping label will be attached to the email. This label is used to send the item back to us.
 - **Return Shipping Cost Deduction:**
 - **Important:** The cost of return shipping will be deducted from your refund amount. The deduction amount will be specified in the email.
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Step 3: Prepare Your Item for Return

- **Original Condition:**
 - Ensure the item is in its **Original Condition**—unworn, unwashed, with original tags attached, and in its original packaging.
 - **Include All Components:**
 - Include any accessories, manuals, or free gifts that came with the item.
 - **Packaging:**
 - Securely pack the item to prevent damage during transit. You may reuse the original packaging if it's in good condition.
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Step 4: Attach the Prepaid Return Label

- **Print the Label:**
 - Print the prepaid return shipping label provided in the email.
- **Affix to Package:**
 - Securely attach the label to the outside of your return package.

- **Remove Old Labels:** Ensure any old shipping labels or barcodes are removed or covered to avoid confusion.
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Step 5: Send the Package

- **Drop-Off Location:**
 - Take the package to the carrier specified on the prepaid label (e.g., Royal Mail, Hermes, DPD).
 - **Obtain a Receipt:**
 - Request a drop-off receipt or note the tracking number for your records.
 - **Track Your Return:**
 - Use the tracking number to monitor the return shipment's progress.
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Step 6: Return Processing

- **Inspection:**
 - Once we receive your return, our team will inspect the item to ensure it meets the return criteria.
 - **Notification:**
 - We will send you an email confirming receipt and the outcome of the inspection.
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Step 7: Refund Issuance

- **Refund Amount:**

- The refund will be the original purchase price minus the return shipping cost.
 - **Refund Method:**
 - Refunds are issued to the original payment method used for the purchase.
 - **Processing Time:**
 - Please allow **7-10 working days** after we receive your return for the refund to appear in your account, depending on your bank or card issuer.
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Important Information

- **Non-Returnable Items:**
 - Certain items cannot be returned, including:
 - Items marked as "Sale" or "Final Sale".
 - Gift cards and store credit vouchers.
 - Customised or personalised items.
 - Undergarments and swimwear (for hygiene reasons).
- **Defective or Damaged Items:**
 - If your item is defective or damaged in transit, please **do not** use this return process. Instead, contact us immediately at **support@BXELEVEN.com** for assistance. In such cases, we will cover all return shipping costs, and you will receive a full refund or replacement.
- **International Returns:**
 - If you are returning an item from outside the United Kingdom:
 - **Customs Fees:** You are responsible for any customs duties, taxes, or fees associated with returning the item.

- **Shipping Costs:** The cost of return shipping will still be deducted from your refund.
 - **Return Window Compliance:**
 - Returns initiated after the 30-day window may not be accepted or may be subject to additional fees at our discretion.
 - **Condition of Returned Items:**
 - Items not meeting the Original Condition criteria may be returned to you, or a restocking fee may apply.
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Need Assistance?

If you have any questions or require assistance at any stage of the return process, please don't hesitate to contact our customer support team:

- **Email:** support@BXELEVEN.com
- **Contact Portal:** Visit our [Contact Us](#) page.

Our team is available to assist you and will respond within **24-48 hours**.

Thank you for shopping with BXELEVEN®. We appreciate your business and are committed to providing high-quality products and excellent customer service.