



Return & Refund Policy

All of our policies, including our Return and Refund Policy, are essential to our business practices and communication with our customers. We understand that, despite our best efforts, things don't always go as expected for either party. Therefore, we have these policies in place to ensure clarity and support when needed.

You may want to read about [how we handle your information](#) or [how we expect our platform to be used](#) as well.

Key Definitions

To ensure clarity in this Return & Refund Policy, we provide definitions and key terms. Each time these terms are mentioned in this document, they are to be understood as strictly defined below:

Company: when this policy mentions "Company," "We," "Us," or "Our," it refers to those who are responsible for your information under this Return & Refund Policy.

Customer/User: when this policy mentions "customer" or "user", "you"/"your"/"yours" it refers to a person or entity that is registered with our company and/or uses the Services on this website.

Service: refers to any functionality, assistance, or feature provided by our company through its Website as described in this and other policies, relative to providing goods and managing the relationships with customers or service users.

Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit and use the services we provide.

Website/Platform: “website” or “platform” refers to the online platform owned and operated by BXELEVEN® at BXELEVEN.com, including all its subdomains and services, through which products are offered for sale, transactions are conducted, and other related information or services are provided.

Business Days: Any day excluding weekends and UK public holidays.

Original Condition: Items that are unworn, unwashed, with original tags attached, and in the original packaging.

Sale Items: Products sold at a discounted rate as part of a promotion, clearance, or sale.

Proof of Purchase: The receipt or order confirmation document provided by BXELEVEN.com.

Non-returnable Items: Items that are not eligible for an exchange, return or refund.

Order Number: A unique identifier assigned to every purchase made by a customer.

Return Window: The specified time frame within which a customer may return product(s) for a refund, exchange, or store credit.

Refund: The return of the payment made for a product, either to the original form of payment or as store credit.

Store Credit: An amount credited to the customer’s account at BXELEVEN.com or e-voucher, which can be used for future purchases.

Final Sale Items: Product(s) that cannot be returned or exchanged, often marked as clearance or with a "final sale" label.

Return Shipping: The process of sending product(s) back to BXELEVEN® for a return, exchange, or refund.

Restocking Fee: A fee deducted from the refund amount, which may apply in some circumstances.

Our Commitment To You

We appreciate your interest in the clothing we make. We also want to make sure you have a rewarding experience while you're exploring, evaluating, purchasing and wearing our products.

The first thing to understand is that by placing an order or making a purchase at BXELEVEN.com, you agree to the terms set forth in this document along with our [Privacy Policy](#) and [Terms of Use](#).

If there is something wrong with what you purchased, or if you are not happy with it, your purchase will be eligible for review under the conditions described in this policy so please read it carefully.

Returns

If your item is not defective or damaged in transit, you may return it for any reason within 30 days as long as it is in Original Condition. We have outlined the return process below, however, please see our [How to Make a Return](#) page before returning your items so that we can support you in the best way. If your item is defective or damaged, you will need to read the section on [Damaged, Defective or Incorrect Items](#).

1. **Submit a Return Request:** Contact our customer support team at support@BXELEVEN.com or through our contact portal to initiate a return

within 30 days of your delivery date. Please include your order number and reason for return.

2. **Return Authorisation:** Once your return request is approved, you will receive a return authorisation number and instructions on how to ship the item back.
3. **Ship the Item:** Use the provided instructions to ship the item. You are responsible for the cost of return shipping unless the item is defective or damaged in transit.

Please read all relevant terms before shipping your item.

Return Shipping

Return shipping costs are the responsibility of the customer unless the item was defective, damaged or sent incorrectly. We recommend using a trackable shipping service to ensure your return is received.

Non-Returnable Items

- Items marked as "Sale" or "Final Sale" at time of purchase
- Gift cards
- Store Credit Notes and E-Vouchers
- Customised or personalised items
- Undergarments and swimwear (for hygiene reasons)

Orders already in shipping cannot be returned, cancelled or refunded. If you are uncertain if your item can be returned or you face any issues returning an item, you should contact our Support Team immediately.

Returns from European Countries

BXELEVEN® values our European customers and aims to make the return process as seamless as possible. If you are located in Europe and wish to return an item, please review the following terms carefully:

1. EU Unwanted Items

Customers may return items they no longer want within the specified return window of 30 days, provided the items are in their **Original Condition**.

- **Shipping Costs for EU Unwanted Items:** The customer is responsible for all shipping costs associated with returning the item unless the return is due to a defective or damaged product. We recommend using a trackable shipping method to ensure the safe return of the item.
- **Other Costs Incurred:** Any customs duties, taxes, or fees associated with returning the item to BXELEVEN® from countries outside of the UK are the responsibility of the customer unless the item was defective or damaged in transit.

2. EU Defective or Damaged Items

- If you receive an item that is defective or damaged during transit, please contact our customer support team immediately at **support@BXELEVEN.com**.
- In such cases, BXELEVEN® will cover all return shipping costs and any associated fees once the claim has been verified.

3. Non-Refundable Costs

- Please note that any customs or import duties paid at the time of receiving your order are non-refundable. However, you may contact your local customs authority to determine if these charges are eligible for a refund.

4. Refunds and Exchange Eligibility

- Refunds for returns from European countries will be processed once the item has been received and inspected.
- Refunds will exclude the original shipping cost unless the return is due to a defective or damaged product.

Refunds

We commit ourselves to serving our customers with the best products and services. Every single product that you choose is thoroughly inspected, checked for defects and packaged with care to protect items from being damaged during transit. We do this to ensure that you are delighted and don't want to return it. However, in the event that you do want to return your item, these are the ways in which we process this type of transaction, while protecting ourselves and you, should you want to return your items.

Types of Refund

There are three ways in which we offer refunds depending on the circumstances:

1. Full refunds: The buyer receives all of their money back from the goods purchased.
2. Partial refunds: The buyer receives a portion of their funds back, such as 50% or the purchase price minus shipping or restocking fees.
3. Credit refunds: Buyer gets a store credit note or e-voucher equal to the value of their purchase, to be used in your store. This can be in the form of a [gift card](#), special code, or coupon.

Damaged, Defective or Incorrect Items

If you receive a defective or incorrect item, please contact our support team on support@bxeleven.com as soon as possible. We will provide a full refund or replacement. Here's how the process works:

1. **Notification period:** Notify our support team in writing within 30 days of receiving the item to report any defect or damage. You will need to provide your **Proof of Purchase** and delivery at this time also. This period ensures your right to a refund or replacement under the Consumer Rights Act 2015.

2. **Provide proof of damage:** We will request timestamped photographic evidence that the goods were damaged or defective when you received them. Our team will check your evidence and fully investigate the circumstances under which the items were damaged. Photos should be provided along with your order number and relevant details to support your claim.
3. **Return process:** We will guide you on our processes of investigation, and on how to return the item if required.
4. **Refund or replacement:** Once your claim is verified and the item is returned (if applicable), we will issue a full refund and cover any delivery costs and return shipping costs. If you prefer, we may also send a replacement within 7 days of receiving the returned item or approving your claim. Refunds will be credited to your original payment method.

We are committed to ensuring your statutory rights are protected and aim to make this process as smooth as possible for you.

You will need to provide timestamped photographic evidence that the goods were damaged or defective when you received them. Our team will check your evidence and fully investigate the circumstances under which the items were damaged.

Cancelled Sales

In certain circumstances, we may need to cancel your order due to inventory shortages or issues identified during audits. If this occurs, we will notify you as soon as possible and before your expected delivery date. In compliance with UK e-commerce regulations, you will be entitled to a full refund, which will be processed within 7-10 business days of the cancellation. Refunds will be credited to your original payment method. We are committed to maintaining

transparency and ensuring your statutory rights are upheld throughout this process.

Processing Your Refund Request

If you have made your purchase through an online payment method (e.g., credit card, debit card, PayPal, etc.), the refund process will be initiated once our team confirms your request. Here's what to expect:

1. **Confirmation of Your Request:** Upon receiving your refund request, our team will review the details provided, including any necessary documentation (e.g., order number, proof of defect/damage). We will confirm receipt of your request via email within 5 business days.
2. **Verification and Approval:** Our team will assess the validity of your refund request, including verifying that it falls within the applicable timeframe (e.g., within 30 days for defective items under the Consumer Rights Act 2015). You may be asked to provide photographic evidence or additional information to support your claim if the item is reported as damaged or defective.
3. **Processing the Refund:** Once your request is approved, we will initiate the refund. This process typically takes 7-10 business days, depending on your payment provider's processing times. You will receive an email notification when the refund has been processed.
4. **Refund Method:** Refunds will be issued to the original payment method used for the purchase. Please note that the timeframe for the funds to appear in your account may vary depending on your bank or payment service provider.

If you are returning an item from outside the UK please be sure to read the section on [Returns from European Countries](#).

Refund Eligibility

- Your claim must be reported as set out in this policy within 30 days of the recorded delivery date of the items
- Items must be returned in **Original Condition**: unworn, unwashed, with tags attached, and in original packaging unless agreed otherwise with our team
- Sale items, undergarments, swimwear, and final sale items are not eligible for return or refund

All refunds will be credited to your original payment method unless it is a credit refund. **If items are not returned or you do not meet the conditions outlined in this policy, we reserve the right to decline issuing a full refund.** However, at our discretion, we may provide a partial refund or issue a credit refund, as described above.

Item Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

General Terms of Purchase

Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms. Please make sure you read all terms carefully.

Changes To Our Return & Refund Policy

Should we update, amend or make any changes to this document so that they more accurately reflect our services and policies, unless otherwise required by law, those changes will be promptly posted here. If you continue to use the

Service, You will be bound by the updated Return & Refund Policy so please make sure you check here regularly. If you do not want to agree to this or any updated Return & Refund Policy, you can delete your account or stop using our services at any time.

Contact Us

If, for any reason, You are not completely satisfied with any goods or service that BXELEVEN® provides, or if you have any questions about this policy document, don't hesitate to [contact us using our portal](#) or email support@BXELEVEN.com. If you cannot speak to someone right away, leave your contact details and a description of your issue and we will get in touch to discuss it with you.