

## Return Policy

At The Bronks, we stand behind the quality of our clothing and branding items. If you're not completely satisfied with your purchase, we're here to help. Please review our return policy for detailed information on returning your items.

### Returns and Exchanges:

1. Eligibility: You may return or exchange items within 14 days of purchase. To be eligible, items must be in their original condition, unworn, and with all original tags and packaging.
2. How to Initiate a Return or Exchange:
  - Contact our Customer Support team at [sales@bronks.co.za](mailto:sales@bronks.co.za) with your order number and the reason for the return or exchange.
  - Our team will provide you with a Return Authorisation (RA) number and instructions for returning the item.
3. Refunds: Refunds will be issued to the original payment method. Please allow up to 5-7 business days for the refund to process once we have received the returned item.
4. Exchanges: If you wish to exchange an item for a different size or style, please indicate your preferences when contacting Customer Support. Exchanges will be processed once the returned item is received. Artwork cannot change from then approved pre-production approval sheet.
5. Return Shipping: Customers are responsible for the cost of return shipping unless the return is due to an error on our part.
6. Damaged or Defective Items: If you receive a damaged or defective item, please contact Customer Support within 7 days of receiving your order. We will provide instructions on how to proceed.
7. Customised Items: Please note that customised or personalised items are not eligible for returns or exchanges unless they are damaged or defective.

### Contact Information:

If you have any questions or need further assistance regarding our return policy, please reach out to our Customer Support team at [sales@bronks.co.za](mailto:sales@bronks.co.za)

At The Bronks, we're committed to ensuring your satisfaction with our products, and we'll do our best to make your return or exchange process as smooth as possible. Thank you for choosing us for your clothing and branding needs!