

# BANANA MOON

californian sunwear

## RETURN FORM

### *Our returns policy*

You have a delay of 15 days after reception of your order placed on [bananamoon.com](http://bananamoon.com) online store to return partially or entirely your purchases. The returned products can be exchange or refund if they do not suit you.

According to the 6th Article "RETURN (\*)" of our Terms & Conditions of sales, items must be returned in their original packaging and original state (they must not have been worn nor washed). They must have their labels and the protective tape which is present at the bottom of swimwear and underwear.

Please check that the straps or other removable accessories are included in your return. If you received a promotional gift with your order, please return it with your parcel.

Incomplete returns will not be accepted. The refund will be proceed in a delay of 14 days after reception of your parcel by our warehouse.

**For more information or if you need help,**  
please contact Banana Moon Customer Service  
available Monday to Friday from 4am to 11pm (Eastern standard time)  
by phone at +377 97 98 60 82 (international number)  
or by email at the following address: [customercare@bananamoon.com](mailto:customercare@bananamoon.com)

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# How to return a Banana Moon product ?

1. Please fill out the below return form with the returned products references, the quantities, if you want a refund or an exchange, and the reason for your return.

2. Please cut out the return form and insert it in your parcel with the returned products. Make sure that the parcel is protected and well-sealed.

## **BANANA MOON RETURN FORM MUST BE ATTACHED TO YOUR ORDER <sup>1</sup>**

First Name : \_\_\_\_\_

Order number : \_\_\_\_\_

Last Name : \_\_\_\_\_

Phone number : \_\_\_\_\_

(As indicated on the order)

Reference of the returned articles	Quantities	Please check according to your wish	Reason of the return (*)
		<input type="checkbox"/> Exchange for : ..... <input type="checkbox"/> Refund	<input type="checkbox"/> It is not the product I ordered <input type="checkbox"/> Wrong size <input type="checkbox"/> The product does not fit me <input type="checkbox"/> Too small <input type="checkbox"/> Too big <input type="checkbox"/> The product is different from the website image <input type="checkbox"/> The product is defective <input type="checkbox"/> Order is not full <input type="checkbox"/> Other reason please specify
		<input type="checkbox"/> Exchange for : ..... <input type="checkbox"/> Refund	<input type="checkbox"/> It is not the product I ordered <input type="checkbox"/> Wrong size <input type="checkbox"/> The product does not fit me <input type="checkbox"/> Too small <input type="checkbox"/> Too big <input type="checkbox"/> The product is different from the website image <input type="checkbox"/> The product is defective <input type="checkbox"/> Order is not full <input type="checkbox"/> Other reason please specify
		<input type="checkbox"/> Exchange for : ..... <input type="checkbox"/> Refund	<input type="checkbox"/> It is not the product I ordered <input type="checkbox"/> Wrong size <input type="checkbox"/> The product does not fit me <input type="checkbox"/> Too small <input type="checkbox"/> Too big <input type="checkbox"/> The product is different from the website image <input type="checkbox"/> The product is defective <input type="checkbox"/> Order is not full <input type="checkbox"/> Other reason please specify

<sup>1</sup> All returned orders received without the return form will not be refunded.

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**Return Address :** Banana Moon USA  
5746 Union Mill Road #512  
Clifton, VA 20124  
UNITED STATE

**(\*) Extract from the Terms & Conditions of sales on Bananamoon.com website**

## **6. RETURN**

The Customer can return purchased Products in case of an order non conformity or with no reason thanks to his right of cancellation as described in article 7, Right of cancellation, of these Terms and Conditions.

If delivered Product are not corresponding to the ordered Products, the Customer shall send an email to the Brand Customer Service. A Product has a non-conformity issue if it is different from the ordered Product. The Brand Customer Service will acknowledge receipt of the Customer request and will inform him of the process to follow.

Products must imperatively be returned complete – with any accessory – never worn, never cleaned, never altered, with the protective strip for bottom and one pieces swimwear, in the original intact packing, and with barcode label still attached to Products. The Customer is informed that for hygiene purpose swimwear and underwear to be returned must have been tried over clean clothes, without removing the Products protective strip.

In addition, the Customer returned package:

- (i) Shall include the delivery list received in the package.
- (ii) Shall include a correctly filled return form. The return form is available here. Products returned without a return form will not be accepted. Moreover, the Customer has to keep a proof of his return shipping until receiving a refund confirmation.
- (iii) Shall not be brought to a delivery access point before having completed the return process described below, because of the risk of not being processed and reimbursed.
- (iv) Shall include any promotional gift received thanks to a commercial offer on the Website.
- (v) Shall include Products in their original packing. Shoes have to be returned in their boxes, a shoes box not to be used as the returned package packing.

Any returned Product not respecting the above conditions will not be accepted nor reimbursed. In that event, no refund can be requested, and the Customer will keep the ownership of the Product, which he will be able to receive at his own expense (within one month).

### **a. Return process:**

Before sending the returned or exchange order, the Customer must:

1. Send the Products in a package compatible with the quality of the Products
2. Fill in the return form found in the package (also available here) in order to allow a quick process of the request
3. Send the package, along with the delivery list, to the following address :

Banana Moon USA 5746 Union Mill Road, #512  
Clifton, VA 20124 UNITED STATE

Return shipping costs are paid by the Customer. The Brand shall fully refund the Customer of his purchase. Refund is made using the payment information provided at the time of the order validation, no later than fourteen (14) days after Customer cancellation, provided the above conditions are correctly applied. Refund can however be delayed until reception of the returned Products.

For any question related to return process, the Customer can contact the Customer Service.

Since it's an electronic order, no claim can be processed in retail boutiques.

### **b. Refund process:**

The Customer can ask for a refund at any time from the date the order has been delivered until fifteen (15) days after the day the Products have been received. The Brand shall fully refund the Customer within fourteen (14) days after Products have been returned. Refund will be made using the payment information provided at the time of the order validation. Customer will be refunded for returned Products, provided the above conditions are correctly applied.

For any question related to Products return, exchange or refund, the Customer can contact the Customer Service.

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