

B Uniform & Clothing Refund Policy

At **B Uniform & Clothing**, customer satisfaction is our top priority. If you're not completely satisfied with your purchase, we're here to help.

Returns & Refunds

- **Eligibility Window:** You may return most new, unused items within **30 days** of delivery for a full refund.
- **Condition:** Items must be in their **original condition**, unworn, unwashed, and with all original tags and packaging intact.
- **Non-Refundable Items:**
 - Customized or embroidered uniforms
 - Clearance or final sale items
 - Gift cards

Return Process

1. Contact our customer service at **bonita@buniformclothing.co.za** to initiate a return.
2. Once approved, return the item to the address provided.
3. After we receive and inspect the item, your refund will be processed to the original payment method within **5–10 business days**.

Exchanges

We currently do not offer direct exchanges. If you need a different size or color, please return the item and place a new order.

Shipping Costs

- **Customer Responsibility:** Return shipping costs are the customer's responsibility unless the return is due to a mistake on our part (e.g., wrong or defective item).
- **Original Shipping:** Original shipping charges are non-refundable.

Defective or Incorrect Items

If you received a defective or incorrect item, please contact us within **7 days** of receiving your order. We will arrange a replacement or refund at no extra cost to you.