

Mumty Bumpty's Return Policy

We are here to ensure you are completely happy with everything we offer. If, however, you are not completely satisfied with an item, we will exchange it or give you a full refund, provided that the item is returned to us in its original condition and packaging. The item must be unworn, unwashed, and all the labels must still be attached.

When trying on briefs, shorts or swimwear, please do so over your own underwear. When trying on bra's, please avoid make up or lotions coming into contact with the item. In the interests of hygiene, we have the authority to refuse returns where it is obvious this has not been respected.

RETURNS

If you are returning items that have been issued to you by standard mail, returns must be back with us within 21 days of our issue date.

If you are returning items that have been issued to you by express mail, returns must be back with us within 16 days of our issue date.

Unfortunately, returns received outside these periods cannot be accepted, so please also allow enough transit time for your goods to get back to us. We will always make allowances for disruption to postal services which may affect your returned item getting back to us, but if you think your return may be late for any other reason, please [contact Mumty Bumpty](#) as soon as possible.

On receipt, we will send you an email to let you know when your return has been received.

ORDERS SHIPPED OUTSIDE THE UK

If you are returning items that have been issued to you by standard mail, returns must be back with us within 36 days of our issue date.

If you are returning items that have been issued to you by express mail, returns must be back with us within 28 days of our issue date.

Unfortunately, returns received outside these periods cannot be accepted, so please also allow enough transit time for your goods to get back to us. We will always make allowances for disruption to postal services which may affect your returned item getting back to us, but if you think your return may be late for any other reason, please [contact Mumty Bumpty](#) as soon as possible.

You will need to pay return postage for all orders sent outside the UK. Please mark your package clearly as 'RETURNED GOODS' to avoid delays at customers. We suggest you use an insured, traceable shipping method and keep your shipping documentation so that you can make a claim with the carrier if it gets lost.

On receipt, we will send you an email to let you know when your return has been received.

ITEMS THAT CANNOT BE RETURNED

Most items bought from Mumty Bumpty can be returned, with the exception of anything listed below:

- Gift cards are non-returnable and cannot be exchanged for cash.
- Sales items can not be refunded but exchanges can be made. If you want a replacement item of a higher value than the return, you can pay the difference.

SERVICES THAT CANNOT BE REFUNDED

- **Shipping charges** will not be refunded if goods are simply returned. If you have asked for replacement items, you will not be charged again for shipping these. Express delivery of replacements can be requested at the time of return and the difference will be charged to your card.

"I have received some Mumty Bumpty items as a gift from someone else. Can I return them?"

Yes, you are entitled to return items as normal - please refer to the return guidelines above.

If you would like replacement items of a higher value than the return, you can pay any difference owing with your own card.

If you'd like to do this, please include clear payment instructions with the returned items, together with your own contact details in case we have a query. However, please do note that refunds can only be issued to the card which was used to pay for the goods.

This policy does not affect your statutory rights.

RETURNS ADDRESS

Please use the returns label enclosed with your goods. If you do not have it any more, you can send your return to this address:

RETURNS

Mumty Bumpty
Popeshead Court Offices
Peter Lane
York
YO1 8SU
United Kingdom

You will need to pay return postage to this address. We suggest you send it via an insured, traceable method and keep your shipping documentation so that you can make a claim with the carrier if it gets lost.

HOW TO RETURN ITEMS

First of all, please check that the items you are intending to return meet our guidelines (see first paragraph on page 1). There is no need to let us know in advance that you are returning something. Just complete the form that came with your order and enclose it with your returned goods.

UK customers

Please use the returns label that is enclosed with your order to send your return via the Royal Mail, which will be freepost with all items purchased at full price.

Please also make sure you get proof of postage from the post office, so that we can still complete your return if it gets lost on its way back to us. This should show the Mumty Bumpy address that you have returned the goods to, together with the post office's printed/stamped confirmation of the date of posting. You should keep this proof until you have received your refund or replacement.

Please allow up to 7 days for your goods to reach us.

International customers

You will need to pay return postage. Please send your return via an insured, traceable method, marking your package clearly as "RETURNED GOODS" to avoid delays at Customs. Please keep hold of your shipping documentation so that you can make a claim with your carrier if the package gets lost before it reaches us.

RETURN OF FAULTY GOODS

If you feel an item we have sent you is faulty, please get in touch. We may ask you to return it to us so that we can investigate the fault, before contacting you again to agree the best resolution.

"I no longer have the despatch paperwork - what do I do?"

If you no longer have the returns label that was supplied with your order, please address the package to: -

Mumty Bumpy
Popeshead Court Offices
Peter Lane
York
YO1 8SU
United Kingdom

Enclose a note with the return, ensuring that the following information is included: Purchase Order Number, name, address, contact telephone number, email address, return reason and details of refund or replacement required.

If using the original packaging, please ensure that the original address label is covered up. Please quote your order, so that we can identify the return when it reaches us.
