



Our Return Policy

Customer satisfaction is very important to us; therefore, BODUM® offers a return policy for items within 30 days of the shipment receipt date. BODUM® must be notified of any items damaged in transit within 5 business days.

We offer refunds on unused merchandise only. Bodum does not refund freight, tax or return shipping costs.

Acceptable Items for Return

- Items purchased directly from our BODUM® website.
- Items that are new, unused, unaltered and contain all original product packaging and accessories.
- Items within 30 days of the shipment receipt date.
- Items that have received an RA# from a Bodum Customer Service Agent.

Unacceptable Items for Return

- Any item without a Return Authorization (RA#) number
- Used or damaged items.
- Items not in their original packaging or containing all accessories.
- Items over 30 days of the shipment receipt date.
- Broken glass. Note that glass is not covered under ANY Bodum warranty.

You may be charged a 10% restocking fee, which will be deducted from your total refund amount.

Return Process

- Contact Bodum via email at support@bodum.zendesk.com to request an RA#.
- Fill out the return label below and clearly indicate the RA# in the provided field. Please place the RA# Label inside the return box. Returns with an invalid or missing RA number will be subject to a 10% restocking fee.
- Ensure that your return is being sent to us with a traceable carrier and retain the tracking number for your records. BODUM® is not responsible for any items that are lost or damaged in transit.

Please note that return shipping is at your own expense.

RA# Label

From: _____

RA Number: _____

To: BODUM USA, Inc.
Rodair
6300 Kennedy Road, Unit #4
Mississauga, Ontario, L5T 2X5