



## Our Return Policy

Customer satisfaction is very important to us; therefore, BODUM® allows 30 days for the return of unused products, based on the date the item was received by the customer.

Returns and damages caused by misuse or non-household use are not covered within this policy and are purely at the discretion of BODUM®. Items received with broken glass are not considered defective products. BODUM® must be notified of any breakage within 5 business days.

We offer refunds on unused merchandise, less of any associated return and shipping fees.

### Acceptable Items for Return

- Items that are new, unused, unaltered and contain all original product packaging and accessories.
- Items under 30 days of the shipment receipt date.
- Items that have received customer service authorization.

### Unacceptable Items for Return

- Any item without customer service authorization.
- Used or damaged items.
- Discontinued items.
- Items that are not in their original packaging and containing all accessories.
- Items over 30 days of the shipment receipt date.

You may be charged credit card transaction fees, a 10% restocking fee, and any shipping costs associated with your return.

### Return Process

- ① **Contact** BODUM® via email at [sales@bodum.com](mailto:sales@bodum.com) or by calling our toll-free number at 1-800-23-BODUM.
- ② **Fill out** the return label below and clearly indicate the Return Authorization number in the provided field. Returns with an invalid, expired, or missing RA number will be subject to a 50% restocking fee.
- ③ **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 also note that products received broken must be reported to us within 5 business days of receipt.

### Return Label

**From:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RA Number:** \_\_\_\_\_

**To: BODUM USA, Inc.**  
LeSaint Logistics  
868 W. Crossroads PKWY  
Romeoville, IL 60446