



WHAT YOU NEED TO KNOW

IMPORTANT RETURN STEPS

1. Fill out this return form with article information and reason for return
2. Use the use shared/included return slip with printed return address
3. Use the box the items were shipped in, close it carefully and attach the return slip with pre-printed shipping address information
4. Arrange the pickup or hand it in to forwarder

WE CAN ONLY ACCEPT YOUR RETURN IF_

- Labels, Packaging and Booklets has not been damaged or removed
- If it has not been worn, used or damaged
- It is not soiled by any marks
- Is posted back within 14 days of receipt (We understand that overseas shipping can take around 10-15 working days to reach us.)

WHAT HAPPENS NOW

- Once we have received your return, you will receive an email notification
- Processing of the returns usually takes 2-4 working days
- Exchanges will be dispatched after processing and should be received by you within 2-3 working days of dispatch (*Area exceptions apply)
- Refunds will be made immediately after processing and should show in your account within ten days, depending on your bank's timescales.
- Return fee will be deducted from your refunds. Please check our return fees at <http://www.x-bionic.com/returns>
- Please allow up to 21 days to returns from overseas destinations to reach us.

OTHER TERMS & CONDITIONS

- Two exchanges per item are free, wherein we will send you the replacement item free of charge.
- Any returns that are worn, soiled, or damaged will not be accepted and may be returned to you.

CONTACT US

- Should you have any questions at all, please do not hesitate to contact us at (returns@x-bionic.com or returns@x-socks.com)
- To view our full returns, refunds and exchanges policies, please go to <http://www.x-bionic.com/returns>