

## RETURN POLICY

Brooknit Bonneterie accepts the return of all unused merchandise in its original packaging, within 14 days from when you received the order, regardless of the reason.

Brooknit Bonneterie will refund the cost of the returned merchandise once they receive the products in their facilities. Brooknit Bonneterie will refund the cost of the returned merchandise, equal to the amount that the customer paid during the purchase of the returned products and the shipping costs. This includes offers, promotions, and discount coupons.

It is not possible to exchange products even if the costs of the products are the same. If you would prefer a new product, please complete the full return process, and create a new order through our website.

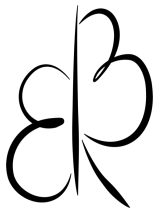
Brooknit Bonneterie is not held responsible for any incident, damage, or loss during the shipping process. However please report any incident through our help center if your package has been damaged.

Brooknit Bonneterie is not held responsible if the products that they receive from a return and the products indicated by the customer on the return invoice are not the same.

You may return an entire order or specific items within an order. Kits will count as one item and must be returned entirely with all the items ordered including patterns and any notions or accessories comprised in the kit (for example, but not limited to patterns or instructions, needles, markers, row counter, and merchandising). No partial return of a kit will be accepted. Accessories (like circular needles) added to a kit will count as part of the kit.

Brooknit Bonneterie will only make a refund for the cost of unused and undamaged merchandise received in its original condition.

On the other hand, if you have received a defective product, we apologize. We make our best efforts to ensure the highest quality of our products. The Brooknit Bonneterie team will personally resolve the incident as soon as possible! In this case, you should report the incident to our help center, or by email at



[brooknitbonneterie@gmail.com](mailto:brooknitbonneterie@gmail.com). The Brooknit Bonneterie team will get in contact with you and explain how to proceed in your case.

### **DOES BROOKNIT BONNETERIE ACCEPT RETURN?**

Of course. If you are not satisfied with your purchase you have 14 days from the moment you receive your order to make a return of the full, complete products that you do not want and we will issue you a refund.

We are curious to hear from you about the reason for returning the product but this is optional.

Once we receive the returned merchandise in our warehouse, we will check the package and condition and confirm the return and refund. Your refund will be issued within 7 to 14 business days. The amount to be refunded will be the price of the merchandise returned, at the price of purchase, plus shipping costs proportional to the products returned. (1)

We remind you that it is only possible to return items for a refund. If you are willing to exchange products, please return the initial ones and place a new order on our website.

If you have received a defective or incorrect product, please reach out and we will explain in detail how to proceed with the issue, offering you the best solution possible.

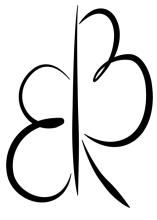
Follow the steps below.

Go to [www.Brooknit-Bonneterie.com](http://www.Brooknit-Bonneterie.com), log into your client page, and select the order. You can then select the return product option and proceed step by step. Select the product(s) available for return, confirm, print the label, and send it back to us. Feel free to reuse the box to send it back.

#### **1. Inform us of your return**

Please fill in the form for informing us of a return following the online instructions.

It is important that you fill out the form correctly. You will receive a response from the customer service team with instructions on how to proceed, please do not continue with the return without receiving a response first.



**2. Print the shipping label**

Once we receive your return form (step 1), if available for your country, we will generate a prepaid shipping label. You will receive it at the email address you used to contact us. Print the prepaid label and affix it to the outside of the box to be returned.

**3. Prepare the package for return**

The product needs to be returned in the same condition in which you received it, with the original packaging and label, in the same box, or a box of similar dimensions. Include the printed return form, completed correctly, inside the box. Affix the prepaid mailing label that you received by email on the outside of the box (step 3).

**4. Send**

Please bring your package to be sent by the carrier selected. The postage is already prepaid By Brooknit Bonneterie, so you will not have to pay anything at the post office.

**HOW LONG WILL IT TAKE FOR THE REFUND TO BECOME EFFECTIVE?**

Within a period of 7-14 business days, after receiving the returned merchandise and approving it for return, Brooknit Bonneterie will refund the cost for the returned items. Any delay in the amount of time that it takes to post the refund to your account will depend on the terms of your bank, for which we cannot be held responsible