

Dear Customer,

Thank you for your order with BOYS & GIRLS.  
We really hope you are happy with your purchase.

Here, at BOYS & GIRLS we try not just to provide the regular service, but to offer something that surpasses the already existed examples.

However, if you are not entirely happy with your purchase we ask that you return it to us within 15 days from the date of delivery.

Should you need any assistance, do not hesitate to contact us:

E-mail: [support@boysgirlsonline.com](mailto:support@boysgirlsonline.com)

Local Tel.: **700 700 45**

International Tel.: **+357 22 00 78 58**

Please note that our opening hours are

**Monday - Friday: 10am to 6pm EEST**

(With the exception for Cyprus Public Holidays).

We look forward to welcoming you back online soon.

With Best Regards,

BOYS & GIRLS

#### HOW TO MAKE A RETURN

1. Complete the return form below. For returns outside of EU countries please also send the Commercial Invoice supplied with your order.
2. Wrap the item securely making sure the completed return form is inside the package.
3. The return should be sent to:  
**BOYS & GIRLS PREMIER**  
**Arch. Makarios III Avenue, 213 D-E,**  
**Maximos Plaza, Limassol, 3105, Cyprus.**

Please ensure you return using either  
ACS, UPS, DHL or the express post.  
Don't forget to request proof of shipping for your records.

#### RETURNS AND EXCHANGE POLICY

While we welcome your return, **we unfortunately do not cover the cost for return shipping.** We will accept item(s) provided they are returned as new, i.e. are **unworn and in their original packaging, including tags, within 15 days** from the date of delivery.

##### EXCHANGE

If you want to exchange an item, please return the product and place a new order on [boysgirlsonline.com](http://boysgirlsonline.com).

We will refund you the money directly to your banking card or PayPal account, depending on your original payment method.

Exchanges can only be accepted for the same item(s) in a different size, subject to availability and will only be made once we have received the returned item(s). We cannot reserve any items for an exchange.

##### WRONG OR FAULTY ITEM

If you received a damaged or incorrect item, that's on us. Contact our customer support within 7 days of receiving the item.

##### SWIMWEAR / UNDERWEAR / NIGHTWEAR

For hygiene reasons underwear is non-returnable.

Swimwear must be tried on over underclothing, ensuring that the protective hygiene strip remains intact.

##### SALE ITEMS

Items indicated as "Sale" at the time of purchase are not eligible for return, exchange or merchandise credit. This applies to all purchases made on [BOYSGIRLSONLINE.com](http://BOYSGIRLSONLINE.com).

- Any products purchased during a promotional sale event indicated as "Sale" are not eligible for return, exchange or merchandise credit.
- Any purchases made using a promo code indicated as "Sale" are not eligible for return, exchange or merchandise credit.
- Sale offers cannot be combined with other promotions. No price adjustments on previously placed orders.

##### SHOES

Should be returned in their original box. Please do not write on or tape the actual shoe box, as this is considered a part of the product. We will not accept shoes with any sign of wear and tear. Shoes must be tried on a carpeted or soft surface.

**RETURN FORM** dated \_\_\_\_\_

Customer name: \_\_\_\_\_

**Kindly ask you to send back with your return**

Order Number: \_\_\_\_\_

PRODUCT CODE	DESCRIPTION	QTY	SIZE	REASON CODE

**Reason Codes:** 1. Too small 2. Too large 3. Quality issue 4. Changed my mind 5. Returning a Gift  
6. Received too late 7. Incorrect item sent 8. Faulty item 9. Not as expected 10. Exchange