

ONLINE RETURN & EXCHANGE

Terms & Conditions

Bantu prides itself to provide beautiful and well-tailor made garments. We would love to see that you absolutely love your garments though we do understand that there are times you purchase an item and you are unhappy with the purchase.

Exchanges are absolutely understandable. Your garment may not fit perfectly the first time so we welcome you to exchange it for another size, style or colour run.

All returns require a copy of the original receipt (printed or digital) and must be in new condition with all the Original tags attached.

Bantu does not offer refunds and our policy is an Exchange Only policy.

Instead we issue you with an E Voucher. This can then be used for you to seamlessly re-shop your preferred garment.

Upon returning your garment, please ensure enclose the following items and your return.

To begin the return process, please email us at orders@bantu.com.au for return authorisation.

Your enclosed garment must remain unsoiled, unlaundered, unworn, unused and with all tags secure and linings still intact.

For all exchanges within Australia please enclose original receipt together with your purchase and completed Bantu Returns form, items must be posted to the specified address within 7 days from the date of receipt of the item.

For all International exchanges please enclose original receipt together with your purchase and completed Bantu Returns form, items must be posted to the specified address within 7 days from the date of receipt of the item.

All exchange requests outside of this grace period will not be accepted.

Please note, when making an exchange you may not be guaranteed the specified size, style or colour run.

If you wish to return an item to us, it is your responsibility to make sure that the returned items arrive safely and can be tracked as we will not be held liable if your items is not received. Our returns and exchange postal address is:

ONLINE RETURNS
BANTU
PO BOX 56
CANNINGTON
WESTERN AUSTRALIA 6987
AUSTRALIA

Once we receive your exchange item, your return will be proceed. You will receive a confirmation email with your E Voucher.