

RETURN AND REFUND POLICY

Field	Details
Seller	BKL S.R.L. (Bikini Lovers)
Registered office	Via Lepanto, Traversa Prima, no. 22, 80045 Pompei (NA), Italy
VAT number	IT07632221219
Returns and support	Returns: returns@bikinilovers.it Support: info@bikinilovers.it
Website	Bikini Lovers website Return and Refund Policy page
Last updated	01/07/2026

1. Common rules for all online orders

This Return and Refund Policy (the "Policy") explains how Bikini Lovers manages withdrawal, returns, refunds, exchanges and claims relating to goods purchased through bikinilovers.it. It supplements the Terms and Conditions of Sale made available before the order is submitted.

Nothing in this Policy limits the rights granted to consumers by mandatory law. Where consumer-protection legislation grants more favourable rights than this Policy, those rights prevail. This Policy applies to online orders; purchases made in a physical store remain governed by the policy communicated at the time of purchase, without prejudice to mandatory law.

For the purposes of this Policy, a "Consumer" is a natural person who acts for purposes outside their commercial, business, craft or professional activity. Mandatory consumer-protection rules apply in particular to Consumers habitually resident in the European Union or the European Economic Area. Customers who reside outside those territories may use the return options provided by this Policy, in compliance with applicable mandatory local law.

Withdrawal within 14 days

For goods, the withdrawal period starts on the day on which the Customer, or a third party indicated by the Customer other than the carrier, acquires physical possession of the goods. If goods from a single order are delivered separately, the period starts on receipt of the last item or batch.

To exercise withdrawal, the Customer must communicate their decision unequivocally within 14 days. The operating procedures for orders delivered in Italy and for those delivered outside Italy are set out in **Sections 2 and 3**, respectively.

Products purchased at a discounted price, during sales or with a promotional code remain eligible for the legal right of withdrawal, unless a specific legal exclusion applies. Any refund or store credit is calculated on the price actually paid for the returned product.

Return of goods and return costs

After exercising withdrawal, the Customer must send back or hand over the goods within 14 calendar days. The deadline is met if the goods are dispatched before it expires. The practical return arrangements **depend on the country of delivery** and are described in **Sections 2, 3 and 4**.

The Customer bears the direct cost of return. This cost includes **shipping costs** and, for international returns, any **export, import, customs or tax** charges directly applicable.

Pack the goods securely, using packaging suitable for transport. You may use a shipping box or a durable mailing bag. For your protection, use a traceable service and **retain proof of dispatch**. The original packaging may be reused, but does not in itself constitute a condition for exercising the legal right of withdrawal.

Product conditions

You may inspect and try the goods only to the extent that would reasonably be allowed in a physical store. For swimwear, try items on **over your own underwear** and keep **hygiene protections**, labels, seals and accessories intact. Do not wash, **do not use in water**, do not wear outdoors and do not otherwise use the item beyond what is necessary to verify its nature, characteristics and fit.

If the goods have been handled beyond that limit, Bikini Lovers **may apply a reduction of the refund** only to reflect an actual reduction in value, within the limits permitted by law. The absence of the original packaging or of a label does not automatically result in the loss of the legal right of withdrawal.

The legal right of withdrawal does not apply where a legal exclusion applies. This may include goods made to the Consumer's specifications or clearly personalised. The right may also not apply to sealed goods that are not suitable for return for reasons of health protection or hygiene, where the seal has been removed after delivery, but only where the legal requirements are met and the product concerned was clearly identified as such before purchase. Any product-specific exclusions will be indicated on the relevant product page and at checkout, where applicable.

Refunds

After receipt and verification of the return, the refund will be made by store credit or discount code, depending on the Consumer's choice; only if expressly indicated may Bikini Lovers grant other methods.

The refund will be made without undue delay and, in any event, within 30 calendar days from the day on which we receive the withdrawal notice. For returned goods, we may withhold the refund until we have received the goods.

Exchanges and store credit

An exchange or store credit constitutes a commercial option. They are available only if chosen by the Customer and do not eliminate the legal right of withdrawal or the right to a refund, unless the Customer expressly accepts the alternative arrangement.

Exchanges are subject to stock availability. Once the eligible return has been received and checked, store credit equal to the price actually paid **for the returned product** will be sent by email; the credit will be valid for 12 months from the date of issue.

Store credit chosen as a commercial option **cannot be converted into cash and is not transferable**, except where mandatory law provides otherwise. Discounted products may be returned under the same legal conditions as full-price products.

Faulty, damaged or non-conforming products

This section is distinct from a change-of-mind return. If a product is **faulty, damaged** on delivery or otherwise **non-conforming**, contact returns@bikinilovers.it as soon as reasonably possible, providing the order number, a brief description and, where useful, **photographs**. This information helps us assess the issue and propose the appropriate solution.

Depending on the circumstances, the remedies available may include repair, replacement, a price reduction or termination of the contract. Bikini Lovers bears the necessary return, collection and remedial costs for a valid non-conformity claim, where required by law; the EUR 12.00 collection charge **does not apply** to such claims.

2. Orders delivered in Italy

Communication of withdrawal

For orders delivered in Italy, send the withdrawal notice to returns@bikinilovers.it within the prescribed time limit. To help us identify the order quickly, please include where possible:

- your full name and the email address used for the order;
- the order number and the products you wish to return;
- a clear declaration whereby you communicate withdrawal, request an exchange or request store credit; and
- whether you would like Bikini Lovers to arrange collection by courier.

This information facilitates the handling of the request; however, an otherwise clear withdrawal notice is effective even if it does not contain all the elements listed above. We will confirm receipt of the withdrawal notice on a durable medium and provide practical instructions for returning the goods.

Return and optional collection

At your request, we may send a link to arrange collection at the delivery address, where the service is available. If you voluntarily choose this optional collection service for a refund return, the direct collection cost of **EUR 12.00** will be deducted from the amount to be refunded. You may alternatively use **a courier of your choice**, bearing the **direct cost**; using the Bikini Lovers collection service is not necessary to exercise withdrawal.

Exchanges at Bikini Lovers stores

Online orders delivered in Italy may also be exchanged at the following Bikini Lovers monobrand stores, based on product conditions, proof of purchase and availability:

- Naples - Via Cavallerizza a Chiaia, 31, 80121;
- Rome - Via Belsiana, 96A, 00187;
- Milan - Via Madonnina, 5, 20121; and
- Alassio - Via Cristoforo Colombo, 2, 17052.

A store exchange is a voluntary service. If you wish to exercise legal withdrawal rather than exchange an item, send the withdrawal notice to returns@bikinilovers.it. You can check store locations and opening status through the [Bikini Lovers Store Locator](#).

3. Orders delivered outside Italy

For orders delivered outside Italy, **there is no need to contact Bikini Lovers in advance or request a collection link**. Within the 14-day period indicated in **Section 1**, the Customer may send the bikinis directly, using a traceable and suitably packaged shipment, to:

Bikini Lovers - BKL S.R.L., Via Lepanto, Traversa Prima, no. 22, 80045 Pompei (NA), Italy.

The Customer must include a withdrawal declaration in the package, together with the **order number** and their **contact details**. The **direct costs of return remain their responsibility**. For an extra-EU shipment, the indications in **Section 4** also apply.

4. Returns from extra-EU countries: customs and charges

For returns from countries outside the European Union, the **Customer is responsible** for the correct export or customs documentation, as well as for any directly applicable **duties and taxes**. Where appropriate, identify the shipment as returned goods.

5. Contact, applicable law and amendments

For queries relating to returns, refunds or conformity, contact returns@bikinilovers.it.

For general assistance, contact info@bikinilovers.it.

This Policy is governed by Italian law, without prejudice to the mandatory rights granted to the Consumer by the law of their country of habitual residence. We may update this Policy for legal, operational or service reasons. The version published before the order is submitted applies to that order, unless mandatory law provides otherwise.