

At UNDERUN, we strive for 100% customer satisfaction. Are you not happy with your UNDERUN or do you need a different size? No problem. Below, you will find the exact conditions for returning or exchanging products.

How many days do I have to return or exchange the UNDERUN?

You can return the UNDERUN within 30 days without any problems for any reason. After this period, you can only return the UNDERUN if it broke or has lost its functionality due to production errors.

My UNDERUN used to fit, but I gained/lost weight. What should I do?

This can happen, of course! Due to losing or gaining weight, clothing and accessories can fit differently. Unfortunately, this is not included in the warranty.

I took the tags off my UNDERUN. Can I still return it?

Yes, you can! If you purchased the belt less than 30 days ago, all we need is your name and order number.

I am super-happy with your service. Can I express that somewhere?

We love to hear from satisfied customers, of course. It is also important to us that potential customers hear other people's opinions, so that they will know what to expect. It would be very helpful to us if you left a review at:

[Facebook.com/underunuk/](https://www.facebook.com/underunuk/) or at: underun.co.uk.

How do I return the product?

Easy: you download the return form using the button at the bottom of this page and complete it. Send the products and the form by package delivery service, to:

*UNDERUN Returns - Sussex Transport Ltd,
Downsview House, 91 Marlborough Road,
Lancing Business Park, Lancing, West Sussex,
BN15 8SU*

Do you have a packing slip or invoice?

Please include a copy.

If you are returning the products because you received something in error, we will cover the shipping costs. If not, the sender is responsible for the shipping costs. These generally vary between €2.45 and €6.95.



RETURN AND EXCHANGE FORM

Customer information

Name: _____

Address: _____

Postal code: _____

Phone: _____

Email: _____

Order information

Order number: _____

Brand: _____

Product: _____

Size: _____

Reason return:

I have received a wrong or defective product

I have not chosen the right size

The product does not meet my expectations

Otherwise, namely;

Reason return:

Return my money

Exchange for another size, namely;

XXS XS S M L XL XXL