

Care: Repair: Re-wear Terms & Conditions

1. Boden is only able to undertake repairs and alterations to Boden clothing. At this stage we cannot repair footwear, leather goods, sunglasses, handbags, belts, jewellery and swimwear.
2. All repairs and alterations are at Boden's absolute discretion. Where Boden receives an item and judges it impossible or impractical to repair/alter, Boden reserves the right to decline the product and shall return it to you.
3. Any items of Boden clothing that need repair will be repaired free of charge (subject to fair wear and tear and accidental/intentional damage – see 8 below). Fair wear and tear is excluded. If the product has normal signs of wear and tear, we will charge for the repair.
4. A receipt from Boden or John Lewis, or Boden account records are accepted as valid proofs of purchase.
5. If an item is 24 months old or less and is inherently faulty, we will exchange it for the same item or something similar, or give you a full refund in account credit. Alternatively, we will repair it for you free of charge.
6. If an item is older than 24 months and is faulty, we will repair the item free of charge. If the item is unable to be repaired, we will offer you account credit to an agreed value.
7. If an item is either intentionally or accidentally damaged (which also includes, but is not limited, to moths, infestations or animal damage), a repair charge will be applied.
8. Boden will endeavour to have your item(s) returned to you within 15 working days. However, if there is an issue we will contact you via phone or email.
9. Boden will charge for alterations in accordance with Boden's service price list. However, if there is additional cost we will notify you prior to proceeding. In this case, you will be informed of the cost within 5 working days of the item having arrived at the repair centre. You will have 10 days in which to decide whether to proceed with the alteration. Failing which, Boden shall be entitled to return the product to you without repair. A refund will be provided to you for the service.
10. Please note that in order to use this service, you must have a Boden customer account. By having a customer account, you are opting to receive communications from Boden in the future. To opt out of this, please call the Customer Service Team on 0330 333 0000 or email cservices@boden.co.uk.
11. No Boden offers or discounts can be used in conjunction with *Care: Repair: Rewear* service.
12. Account credit is able to be used for this service.
13. It is a condition of the *Care: Repair: Rewear* service that products should be sent in a clean and sanitary condition. Boden reserves the right to refuse to repair products that do not meet this condition and to return them to you.
14. You are advised to check pockets before sending items to us. Boden will reasonably endeavour to return personal items to you; but cannot be held responsible if items are lost or damaged, except where such loss or damage is as a result of Boden's negligence.
15. Boden reserves the right to sub-contract repairs to a reputable repair company or to undertake them itself at its absolute discretion.
16. Boden are unable to repair sequins and machine-attached press studs on Baby and Mini Boden.
17. Boden is only able to undertake repairs in UK at this time.
18. Boden cannot be held liable for any unclear, inaccurate or misleading instructions. If you are in doubt as to what repairs or alterations are needed, please contact customer services on 0330 333 0000.
19. If you have sent an item for repair and we are unable to repair this for you, we will give you an option to return it to you free of charge or recycle it on your behalf, subject to receiving your written consent.