

Bench.

Refund policy

WEB RETURNS

Did you order the wrong color, size or did the item not fit right? Follow instructions below to make your new selection or request a refund. We will accept returns for refunds to the original form of payment within 60 days from the purchase date. Please allow 7 business days for returns processing to be completed and to show up on your statements.

Please email info@bench.ca with your order number and items to be returned / exchanged and we will provide you with further instructions. For faster service, please place your new order online for the correct style / size / color and return your unwanted product(s).

We will issue a refund only if your return:

- Is in new condition
- Has not been washed, worn or altered
- Is returned within 60 days from the date of purchase

DAMAGED OR DEFECTIVE ITEMS

If you have received a damaged or defective item please contact customer service immediately so that we may assist you in returning the item to receive a full refund.

Keep your tracking number in the unlikely event that your package is lost in transit

We are not responsible for any returned packages until received at our facility.

info@bench.ca.