

Exchange/Return Policy-NO REFUNDS

UndercoverWear takes pride in offering a generous Exchange Policy with the focus on servicing our customers.

- Due to the personal nature of our items and sanitary reasons, any Bedroom Magic, Spa collection items and undergarments are final sales and may not be exchanged or returned unless there is a manufacturer defect or concealed damage.
- Lingerie items, within 30 days of receipt, may be returned in its original packaging, for any other item in the UndercoverWear line of the same retail value.
- Manufacturer defects or concealed damaged item(s) may only be exchanged for the same item.
- Prior to returning items, you must contact UndercoverWear via email at exchanges@undercoverwear.com for US customers and exchanges.ca@undercoverwear.com for CA customers to obtain a Return Merchandise Authorization (RMA) number.
- All returns made by the customer must be in the original packaging and must include a copy of the original customer sales slip.

Feel free to contact Customer Service via email at service@undercoverwear.com or by calling and speaking to one of our Representatives at 978-851-8580.