

Returns & Exchanges

If you are not fully satisfied with your purchase, you have 14 days within which to return the item/items back to BiBi Rouge for an exchange or a gift voucher. This can be done by sending your item back to us by the method of your choice, or you can schedule a return below or on our online store section.

Once your item has reached you, it is your responsibility, and returns that do not reach us if you are using your own method, are at your own risk and will not be refunded or exchanged. Unfortunately customized items may not be returned.

Clearance items and certain accessories may not be returned or exchanged. For exchanges, garment's need to be in original condition, unworn, with the swing tag and all labels attached and undamaged. We regret that any costs associated with returns are at the buyer's expense and will not be covered by BiBi Rouge. You may drop the items at our Johannesburg address, or log a collection with our courier by clicking on the Returns button on the contact us page.

Please email us for the drop off address should you wish to exchange an item. If you would like to exchange your BiBi Rouge item for a different item, and would like us to send the new item to you, we can do so, but the courier fee will be at your expense.

BiBi Rouge cannot accept responsibility for any lost, stolen or damaged items.