Return Policy

Brooknit Bonneterie LLC | 195 Plymouth St, Brooklyn, NY 11201 | United States of America

RETURN POLICY

Brooknit Bonneterie accepts the return of all unused merchandise in its original packaging, within 14 days from when you received the order, regardless of the reason.

Brooknit Bonneterie will refund the cost of the returned merchandise once we receive the products at our address. Brooknit Bonneterie will refund the cost of the returned merchandise, equal to the amount that the customer paid during the purchase of the returned products and the shipping costs. This includes offers, promotions, and discount coupons.

It is not possible to exchange products even if the costs of the products are the same. If you would prefer a new product, please complete the full return process, and create a new order through our website.

Brooknit Bonneterie is not held responsible for any incident, damage, or loss during the shipping process. However, please report any incident by email at julie@brooknit-bonneterie.com or through the contact form on our website if your package has been damaged.

Brooknit Bonneterie is not held responsible if the products that we receive from a return and the products indicated by the customer on the return form are not the same.

You may return an entire order or specific items within an order. Kits will count as one item and must be returned entirely with all the items ordered including patterns and any notions or accessories comprised in the kit (for example, but not limited to patterns or instructions, needles, markers, row counter, and merchandising). No partial return of a kit will be accepted. Accessories (like circular needles) added to a kit will count as part of the kit.

Brooknit Bonneterie will only make a refund for the cost of unused and undamaged merchandise received in its original condition.

Please note that digital products (downloadable patterns) are not eligible for return once downloaded.

On the other hand, if you have received a defective product, we apologize. We make our best efforts to ensure the highest quality of our products. The Brooknit Bonneterie team will personally resolve the incident as soon as possible! In this case, you should report the incident by email at julie@brooknit-bonneterie.com. The Brooknit Bonneterie team will get in contact with you and explain how to proceed in your case.

DOES BROOKNIT BONNETERIE ACCEPT RETURNS?

Of course. If you are not satisfied with your purchase you have 14 days from the moment you receive your order to make a return of the full, complete products that you do not want and we will issue you a refund.

We are curious to hear from you about the reason for returning the product but this is optional.

Once we receive the returned merchandise at our address, we will check the package and condition and confirm the return and refund. Your refund will be issued within 7 to 14 business days. The amount to be refunded will be the price of the merchandise returned, at the price of purchase, plus shipping costs proportional to the products returned. (1)

We remind you that it is only possible to return items for a refund. If you are willing to exchange products, please return the initial ones and place a new order on our website.

If you have received a defective or incorrect product, please reach out and we will explain in detail how to proceed with the issue, offering you the best solution possible.

Follow the steps below.

To initiate a return, please contact us by email at julie@brooknit-bonneterie.com or through the contact form on our website. Include your order number and the item(s) you wish to return. Our team will respond with instructions on how to proceed. Feel free to reuse the original box to send items back.

1. Inform us of your return

Contact us at julie@brooknit-bonneterie.com with your order number and the item(s) you wish to return. Wait for our confirmation and instructions before sending anything back.

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2. Receive your return instructions

Once we confirm your return request, we will send you instructions by email, including the return address and any applicable shipping information.

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3. Prepare the package for return

The product needs to be returned in the same condition in which you received it, with the original packaging and label, in the same box, or a box of similar dimensions. Include a note with your name and order number inside the box. Ship to the address provided in our return confirmation email.

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4. Send

Please bring your package to be sent by a carrier of your choice. Return shipping costs are the responsibility of the customer unless the return is due to a defective or incorrect item.

HOW LONG WILL IT TAKE FOR THE REFUND TO BECOME EFFECTIVE?

Within a period of 7–14 business days, after receiving the returned merchandise and approving it for return, Brooknit Bonneterie will refund the cost for the returned items. Any delay in the amount of time that it takes to post the refund to your account will depend on the terms of your bank, for which we cannot be held responsible.

Last updated: October 2026