



Returns and refunds

hakuna

matata

[hakouna mataatah] **noun**

A wonderful phrase. it means no worries for the rest of your days.

A problem-free philosophy.

We Make it Easy

We're confident you will love your Panda products as much as we love making them, though if you wish to make a return for any reason, we've got you covered. Our returns process is super simple and hassle-free. For full details on our return policy, click on your product from our handy list below.

Prefer to speak to someone directly?

Get in touch with our friendly customer support team via chat, email or phone.

Email: info@pandalondon.com

Phone: +442089355380

Pillows (Panda Pillow, Hybrid Pillow, Kids Pillow, Toddler Pillow, Baby Pillow)

When it comes to pillows, they have to be the perfect match! If you have found your Panda Pillow isn't quite right, you might want to chat with our expert customer support team. They know their stuff and may recommend another Panda Pillow based on your preferences to give you the ideal comfort and support. Rather return your pillow? All Panda Pillows are covered by our 30-Night Trial.

To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or offered a replacement depending on your specific issue and request. Once a returns label has been

provided, you have ten days to have the item dropped off with one of our courier partners.

3. Please note if you do not return your pillow within this time period, your request will be void.
4. Once we have received the item, your refund or replacement will be issued.

No Fuss

Topper

Our award-winning Topper is designed to add a luxury layer of comfort and support to bedtime. If you wish to discuss a certain issue you are having with the Topper, our friendly team is available 7 days a week and are full of helpful tips that may help get this resolved and you sleeping soundly. Rather return your Topper?

All Toppers are covered by our 30-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or offered a replacement depending on your specific issue and request. Once a returns label has been provided, you have ten days to have the topper collected or dropped off with one of our courier partners.
3. Please note if you do not return your topper within this time period, your request will be void.
4. Once we have received the item, your refund or replacement will be issued.

Easy-Peasy

Mattress

Our UK-made breathable bamboo mattress is designed to bring the ultimate comfort and support to bedtime. If you wish to discuss a certain issue you are having with your mattress, our friendly team is available 7 days a week and are full of helpful tips that may help get this resolved and you sleeping soundly. Rather return your mattress? All Panda mattresses are covered by our 100-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. A collection from your home will then be confirmed and/or a replacement offered depending on your specific issue and request.
3. Our courier partner will contact you to arrange a suitable collection day.
4. Once we have received the item, your refund or replacement will be issued.

Happy Bedtimes

100% Bamboo Bedding

(Set/Duvet Cover/Fitted Sheet/Flat Sheet/Pillowcases; Mattress Protectors)

Our Bamboo Bedding range is designed to turn bedtime into a silky, smooth paradise. If you wish to discuss a certain issue with your bedding, our friendly team is available seven days a week and is full of helpful tips that may help get this resolved and you sleeping soundly. Rather return your bedding? All Panda bedding is covered by our 30-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or replacement, depending on your specific issue and request. Once a returns label has been provided you have ten days to have the item dropped off with one of our courier partners.
3. Please note if you do not return your bedding within this time period, your request will be void.
4. Once we have received the item, your return or replacement will be issued.

Bamboo and French Linen Bedding

Our Bamboo and French Linen range is designed to turn bedtime into a stylish, smooth paradise. If you wish to discuss a certain issue you are having with your bedding, our friendly team is available seven days a week and are full of helpful tips that may help get this resolved and you sleeping soundly. Rather return your bedding? All Panda bedding is covered by our 30-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or replacement depending on your specific issue and request. Once a returns label has been provided you have ten days to have the item dropped off with one of our courier partners.
3. Please note if you do not return your bedding within this time period, your request will be void.
4. Once we have received the item, your return or replacement will be issued.

Bath Range

Our luxury bath range is designed to make your bathroom a lush bamboo sanctuary. If you wish to discuss a certain issue you are having with your bath products, our friendly team is available seven days a week and are full of helpful tips that may help get this resolved. Rather return products? To activate your return, simply follow these easy steps;

1. Get in touch with our customer service via email or phone. You can find their full contact details [here](#).
2. You will then be provided with a returns label or replacement depending on your specific issue and request. Our Bath Range are only accepted for return if they are unopened with tags in place. This is to uphold our strict hygiene standards.
3. Once a returns label has been provided you have ten days to have the item dropped off with one of our courier partners.
4. Please note if you do not return your products within this time period, your request will be void.

Once we have received the item, your return or replacement will be issued.

No Sweat

Duvet

Our light and fluffy Cloud Duvet is designed to make bedtime irresistible. If you wish to discuss a certain issue you are having with your duvet, our friendly team is available 7 days a week and are full of helpful tips that may help get this resolved and you sleeping soundly. Rather return your duvet? The Panda Cloud is covered by our 30-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or replacement depending on your specific issue and request.
3. Once a returns label has been provided, you have ten days to have the item dropped off with one of our courier partners.

4. Please note if you do not return your duvet within this time period, your request will be void.

Once we have received the item, your refund or replacement will be issued.

Done and dusted

Kids Bedding Range

Our Kids Range is designed to keep your little pandas sleeping safe and soundly. If you wish to discuss a certain issue you are having with your product, our friendly team is available seven days a week and are full of helpful tips that may help get this resolved. Rather return your items? The Panda Kids™ bedding range is covered by our 30-Night Trial. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or replacement depending on your specific issue and request. Once a returns label has been provided, you have ten days to have the item dropped off with one of our courier partners (or collected from your home).
3. Please note if you do not return your products within this time period, your request will be void.
4. Once we have received the item, your refund or replacement will be issued.

Easy-Peasy

Bamboo Baby Muslins

Our Bamboo Baby Muslins are designed to help you make the most of every precious moment. If you wish to discuss a certain issue you are having with your bamboo muslins, our friendly team is available seven days a week and is full of helpful tips that may help get this resolved.

1. Get in touch with our customer service via email or phone. You can find their full contact details here. Please note that our Baby Muslins are not usually accepted for return unless in exceptional circumstances, unopened with all the tags in place. This is to uphold strict hygiene standards.

Piece of Cake

Accessories

Our Bamboo Eye Masks are designed to make bedtime extra special. If you wish to discuss a certain issue you are having with your product, our friendly team is available 7 days a week and are full of helpful tips that may help get this resolved.

1. Get in touch with our customer service via email or phone. You can find their full contact details [here](#). Please note that our accessories are not usually accepted for return unless unopened with all the tags in place. This is to uphold strict hygiene standards.

Sorted

Pillow Covers, Topper Covers and Bamboo Mattress Covers

Our bamboo covers are designed to make bedtime extra special. If you wish to discuss a certain issue you are having with your product, our friendly team is available 7 days a week and are full of helpful tips that may help get this resolved.

1. Get in touch with our customer service via email or phone. You can find their full contact details [here](#). Please note that our covers are not usually accepted for return other than in exceptional circumstances, unopened with all the tags in place. This is to uphold strict hygiene standards.

Bundles

Our snuggly bundles are specially selected to make bedtime irresistible. If you wish to return your full bundle then a full refund can be issued. However, please note that if you wish to return an item from your bundle, the discounted price is void and any outstanding amount will be deducted from your refund. If you require further information, our friendly team is available seven days a week to help you. To activate your return, simply follow these easy steps:

1. Fill out our [Returns and Replacements form](#) within your trial period.
2. You will then be provided with a returns label and/or replacement depending on your specific issue and request.
3. Once a returns label has been provided, you have ten days to have the item dropped off with one of our courier partners.
4. Please note if you do not return your bundle items within this time period, your request will be void.
5. Once we have received the item, your refund or replacement will be issued.

Easy Does It