

Our Quality Promise

Quality is the heart of who we are. Quality shows up in our people, our conversations and of course, our product. If your item isn't performing as intended, we will work with you to make it right.

We will replace any item that doesn't perform as intended within one year of purchase subject to the following conditions:

- All Quality Promise returns are handled on a case-by-case basis
- Proof of purchase or identification required
- Items impacted by ordinary wear and tear, personal preference, misuse or accidents are not eligible for return

We build products to last, and we stand behind our quality. If you have an item you want us to look at, fill out [this form](#) or stop by your local store. Still have questions? Scroll down to see our FAQs, view our [terms and conditions](#) or [contact us](#)—we're here to help.

How we make the gear that helps you feel your best.

Fabric

We use high-performance fabrics and innovative construction techniques to deliver an unparalleled feel and fit. If a fabric doesn't already exist that supports guests through their changing environments and activities, we'll create it.

Craftsmanship

When it comes to our products, we have very high standards. Every single detail, from moisture-wicking to breathability, is thought through with relentless attention. Every seam, stitch, and product feature is mindfully considered and rigorously tested.

Performance

We're passionate about creating gear that removes distractions and performs how you need it to. To make products that actively solve your needs, we collect feedback from our global network of guests and ambassadors, and carry out rigid wear tests.

When you feel great in your gear, you can place all of your focus on the workout. It's one less thing I have to think about because lululemon has my back, literally.

Adrian Williams, lululemon Ambassador and Peloton Instructor

What's your Quality Promise?

Our Quality Promise is our limited guarantee that we'll replace, or offer a reasonable solution for, items that are not performing as intended within one year of purchase. Items that do not meet these criteria will be treated in accordance with our [Return Policy](#).

Please note, only a product altered through lululemon will be considered for a return where it meets the above additional criteria. No product alterations outside of lululemon, including modifications or repairs, will be accepted. For more info, view our full terms and conditions or our [Return Policy](#).

Why one year?

Our products go through extensive testing to ensure they perform for their intended use. We feel that this time frame allows you to experience your item and make sure you love it. Beyond one year, we'll consider items with clear product defects on a case-by-case basis.

What kind of resolution can I expect?

All quality returns are handled on a case-by-case basis. If you've had your item less than a year, our team will offer a resolution that satisfies your specific concern.

If your item doesn't fall within our limited guarantee, we still hope that lululemon is part of your next shopping experience—our team of Educators is available if you ever need any help with product recommendations or placing an order.

What do I need to make a quality return?

We'll need to see your item and proof of purchase. This can be the original order's packing slip, paper or online receipt, gift receipt, delivery confirmation, or your profile purchase history (for lululemon Members). If you don't have proof of purchase, you may need to provide identification. This includes if you received your item as a gift.

How can I extend the life of my product?

We recommend following the care instructions for your product and using it only for its intended use.

How do I know what my product was intended to be used for?

This is included in the Why We Made This and Why You'll Love This information, either on the product's hangtag or on our website.

If you no longer have the hangtag and the item isn't available to view on our website, [contact us](#). We're always here to support you with the right use and care instructions to keep your item performing at its best for as long as possible.

What if I don't have proof of purchase?

We require proof of purchase when replacing an item to help us understand when you bought it. If you don't have this, we may be able to identify the age by looking at the item's size dot (a sticker found inside most items). The size dot is usually hidden in a pocket or bra cup insert slot. On it, there'll be a 4-digit code which shows us the season and year it was made. For example, 0224 is our Spring 2024 season.

If you don't have proof of purchase, you may need to provide identification.