

Return Policy

30 days to change your mind

If you're having second thoughts about your order, purchases made within 30 days can be returned or exchanged, subject to the Terms and Conditions below. Returns can be made online by mail or in person at your [closest store location](#), but can't be processed at lululemon outlet stores. For an exchange, please visit a lululemon store.

The fine print:

- Product must be unworn and unwashed, with the hang tags attached, in original packaging (if applicable), and accompanied by proof of purchase
- Some items, like gift cards, face masks, and, except as detailed in Return Terms and Conditions, product from “We Made Too Much” are final sale and can't be returned or exchanged
- Refunds will only be applied to the original form of card payment, to a lululemon gift card, or in accordance with applicable local laws
- Customized product is final sale—learn more by visiting our [Customized Product](#) page

Members can make in-store exchanges or return sale items for a lululemon gift card. Join [lululemon Membership](#) to get started.

Footwear policy

If you've tested out your shoes and they're not working out, we're happy to provide a full refund or exchange within 30 days of the original purchase date. Shoes must be in the box and accompanied by proof of purchase.

Terms and conditions

All returns are handled on a case-by-case basis and ultimately at lululemon's discretion, including determining whether an item is unworn and unwashed, with the intent of providing the best experience to our guests. Potential fraud or abuse of this policy, including excessive or unreasonable returns, may result in the rejection of future transactions or returns. If we choose to provide a refund beyond 30 days or in the event there's no proof of purchase, refunds will be applied to a lululemon gift card or in accordance with applicable local laws.

In some circumstances, we may request that additional information be provided, including personal information, for verification purposes. lululemon's practices relating to collection, use, and sharing of such personal information are further detailed in our [Privacy Policy](#).

You can find all the details in lululemon's full [Terms and Conditions](#), including lululemon Membership.

Shipping and Delivery

Waiting for your order to arrive, or looking for delivery support? We're here to help. Find our shipping fees and timelines and shipping locations, and support with delays, missing packages, and damaged items.

Fees and Timing

North AmericaInternational

Standard Shipping

Express Shipping

Priority Shipping

2-6 business days
It's on us!

2-4 business days
\$20

2-3 business days
\$30

Shipping timelines reflect total order processing and shipping times. Your order will be processed and shipped within 1-2 business days of the order date.

Shipping Delay

If there's a delay shipping your order, you may receive an email with details about it or you can [track your order](#) for the latest updates. We understand shipping delays aren't ideal and we appreciate your patience as we work hard to get your order to you.

If your order is past the shipping timeline and you haven't received any updates by email or through tracking, [contact us](#).

Damaged Item

If your item arrived damaged and it's unworn, in the original packaging (if applicable), has the hang tags attached, and is accompanied by proof of purchase, you can [start a return](#) online, or [head into a store](#).

If the item was damaged after you've worn it or removed the hang tags, visit our [Quality Promise](#) page to learn more about our policy.

Missing Package(s) or Item(s)

Missing an item from your order? Be sure to double check the items you selected when placing your order. You can view the order you placed through your account, or your confirmation email.

If you've waited 24 hours and you're still missing a package that's marked delivered, or an item wasn't included in your package, we're here to help.

Submit a claim for our team to look into your missing package(s) or item(s). You'll be asked to enter your email address and order number. Select "Missing Package(s)" if your whole package is missing, or "Missing Item(s)" if you're missing an item in the package you received. Please wait until you hear back from us about your claim before reaching out.

If you've placed your order with a billing or shipping address outside the US or Canada, you'll need to [contact us](#) for support.

Shipping Locations

A-F

American Samoa

Argentina

Aruba

Australia

Austria

Bahamas

Bahrain

Bangladesh

Barbados

Belgium

Bermuda

Bolivia

Brazil

Canada

Cayman Islands

Chile

China

Colombia

Croatia

Czech Republic

Denmark

Dominican Republic

Ecuador

Estonia

Finland

France

G-M

Germany

Greece

Greenland

Grenada

Guam

Guatemala

Honduras

Hong Kong

Iceland

India

Indonesia

Ireland

Israel

Italy

Jamaica

Japan

Korea (Republic of)

Kuwait

Latvia

Liechtenstein

Lithuania

Luxembourg

Malaysia

Mexico

Monaco

Montserrat

N-Z

Netherlands

New Zealand

Norway

Panama

Peru

Philippines

Poland

Portugal

Puerto Rico

Singapore

Slovakia

Slovenia

South Africa

Spain

Sweden

Switzerland

Tanzania

Trinidad and Tobago

Turkey

Turks and Caicos

Ukraine

United Arab Emirates

United Kingdom

United States

Vietnam

Virgin Islands

Wrong Item(s)

If you received items that you didn't order, please [contact us](#) for support.

[Chat with us](#)

Start a Return

For a seamless online return process, have your order number ready. Returns are synced to your account if you enter your order number and email address below.

Hold on—do you have a return in progress and need to print the label or track it? Just head to your return confirmation email or [track your return](#).

Proof of Purchase

Proof of purchase is required for all returns (except as noted otherwise). Proof of purchase is acceptable through the packing slip, paper or online receipt, delivery confirmation email, or your profile purchase history (for lululemon Members).

If you'd like to return an item, but don't have proof of purchase, you may be asked to provide personal information in the form of an ID, such as a federal or state/province-issued photo ID (e.g. driver's license, military ID and passports). For a complete list of acceptable forms of ID, see the list below. Refunds will be applied to a lululemon gift card or in accordance with applicable law.

Acceptable forms of ID include:

- US, Canadian, or Mexican Driver's License
- US State or Canadian Provincial ID
- Canadian Health Card
- Passport
- Mexican Matricular Consular
- Mexican Voter Registration
- Other third-party documents (e.g., a utility bill) which displays your first name, last name, and address

Your information will be collected and used for the purpose of fraud detection and making return authorization decisions. This data is transferred to and accessible by lululemon's third-party return verification system.

Exchanges

If you're looking to make an exchange, you'll need to head into a [lululemon store](#). We're unable to process an exchange online. Exchanges are subject to our [Return Policy](#).

Return Shipping Label

Once you start a return online, you'll receive an email with instructions on how to print your shipping label. If you're looking to re-print your shipping label, you'll have a few options:

- [Search your return](#) using the return ID found in your email and your email address, and find your shipping label on the top, right-hand corner of the Return Details page.
- Log into your lululemon account, select "view purchase details", find the order or item(s) you returned, choose "view return details", and then you'll see a shipping label link on the top right-hand corner of the Return Details page.

Keep in mind that you have 14 days to bring your return to your local post office before your shipping label expires. If your shipping label has already expired, you'll need to [contact us](#) for a new one.

Refund Delay

If you haven't received an email that your return has been processed, please allow 3-5 business days for our teams to process your return.

If you've received an email that your return has been processed but still haven't received your refund, you can [contact us](#) for support. Keep in mind it takes 3-10 business days to see the refund reflected on your statement.

Refund Timing

Once your return is processed at our warehouse (3-5 business days), your funds will be credited back to your original method of payment. You can expect to see this reflected on your statement within 3-10 business days.

Please note that banks may require additional time to process and post the transaction, so the credit may not show up until your credit card's next monthly billing cycle.

Final Sale

Gift cards (to the extent permitted by applicable law) and all items from "We Made Too Much" are final sale. For lululemon Members, sale items can be exchanged or returned for a gift card in store only.

Swimwear can only be returned if unworn with the hygienic liner intact and underwear can only be returned if unused and still in its original packaging.

See additional [Terms and Conditions for Membership](#).

Return Inquiry Follow Up

If you've submitted an inquiry to us, please wait 3-5 business days for a follow up. Sending an additional email before we've responded causes your inquiry to be bumped to the bottom of the queue. We appreciate your patience.

International Returns

If you're looking to start a return and your order is outside of North America, make sure you set up a return by visiting the associated country's website. You can select the country by clicking on the globe icon on the top, right-hand corner of our website.

We're unable to support processing international returns on our North America website or through our North America Guest Education Centre.

Denied Return

If your return was denied, here are a few possible reasons:

- Your return was outside the 30-day return policy window
- There wasn't proof of purchase to accompany your return

- The product was worn and/or the hang tags were removed
- The product received at our distribution centre didn't match the items listed in the return

If you're looking for specific details on why your return was denied, please [contact us](#).

Return a Gift

If you're looking to return a gift you received, you can [head to a store](#) or [start a return](#) online. You'll need the order ID shown on the packing slip, in the order confirmation email (received by the person who purchased the gift), or on the gift receipt. You'll receive a credit on a lululemon e-gift card.

If you're looking to exchange your gift, you'll need to head into a store.