



Returns, Exchanges and Refunds

We hope that you are happy with your purchase but if you do need to make an exchange or return please follow the instructions below.

Returns

If you are not completely satisfied with your purchase, we offer a no-quibble money-back guarantee. Return the product within **28 days** of the date of purchase in the same condition in which you received it and in its original packaging, unworn, unwashed and in saleable condition. Please complete our returns note below and enclose it in your return parcel.

Unfortunately, we cannot be responsible for returns which are lost or damaged in the post so please obtain a free proof of postage from the Post Office. Please allow 14 days for us to process your returns. If you are returning an item because of an error on our part or because it is damaged, we will be happy to refund the delivery charges incurred in sending the item back to us. Otherwise you will be responsible for those charges and the costs of any other services.

Exchanges

If you decide that you require an alternative size, please return the product immediately, complete, in the same condition in which you received it in its original packaging, unworn, unwashed and in saleable condition. Please complete our returns note below and enclose it in your return parcel. Items should be re-packed accordingly, along with your invoice and sent back to us at the address at the bottom of this page.

Exchanges are processed immediately and replacements should be with you within 5 days, subject to stock availability, but we recommend that you place a new order and return the item for refund if you are in a hurry. We will not charge postage and packing on exchange orders for UK mainland customers.

Lost, damaged or faulty goods

In the unfortunate event that your item does go missing in transit please note that **Royal Mail does have a maximum delivery time of fifteen working days** from dispatch and that we cannot re-send your order until this time has elapsed. We will of course keep you informed throughout the process and claim for any lost packages from Royal Mail on your behalf.

If you receive an item which has been damaged during delivery, please advise us within 2 days of receipt on the e-mail below and we will advise as to the next step.

Every effort is made to ensure the goods you receive are of the quality you would expect, but we cannot guarantee they will be free of faults. You may cancel this agreement if the products supplied are faulty. If a product you purchase from us is faulty you can return it for a full refund (including the cost of sending the products to you, and the cost of returning the products to us). Alternatively, if mutually acceptable, we will make an exchange. Please advise us within 7 days of receipt on the email below and we will advise as to the next step.

Refunds

If you are entitled to a refund, we will refund on to the same card with which payment was made. We will process the refund due to you as soon as possible and in any case, within 30 days of the date that we received your notice of cancellation.

Please complete the **RETURNS NOTE** below, ticking the relevant box, detach and return inside the parcel.

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Returns Note

- Faulty, can I request a refund?
- Faulty, can I request an exchange?
- Incorrect item/items received
- Not liked/changed mind, please can I have a refund?
- Too big, please send me the next size down
- Too small, please send me the next size up
- Other (please give details below)

Reason for return

Transaction ID.....

Customer Name.....Customer signature.....Date.....