

Returns, Damage or Faulty Items

Faulty Products

All products are checked when packed for delivery. In case you receive a faulty product please advise us in writing with a photo attached within 7 days of receiving the items. We will arrange courier to collect and send you a new replacement (subject to stock availability) or you can also choose a refund.

Change of Mind

If you wish to return an item because you have changed your mind about your purchase, you can return it to us within 14 days of placement of order at your costs, unused, undamaged and with the label on.

Refunds will be processed within 3-5 working days of us receiving returned items. We do not refund your freight costs and if your order qualified for free freight we will deduct the freight amount you would have paid from your refund amount.

Exchanges are subject to product availability. You will wear the costs of having the products returned. Exchanged items can only be dispatched after the returned goods have been received (within 14 days) and undergone a quality control. Please note that the customer will have to pay for the delivery of the replacement item.