

# Standard Returns Policy

## **Delivery Shortage:**

- Claims for items missing in your delivery but are stated as delivered on your delivery note, must be made within three days from when your parcel was delivered.

## **Non-delivery:**

- Claims for non-delivery of an order (whereby none of the articles have been received, even though you have received confirmation that the order has been shipped) must be made within 7 days of dispatch date.

## **Return of branded products:**

- Catalogue Products:
  - Items can be returned as long as they are in re-saleable condition
- Non-catalogue Products:
  - If it is an error on your part, these items are non-returnable.
  - If it is an error on Skanwear's part, the items are to be offered to the client at a 50% discounted price. If you do not want to take the items at a discounted price, then we will arrange a credit.

## **Return of non-branded products:**

- Catalogue products:
  - Items can be returned as long as they are in re-saleable condition
- Non-catalogue Products:
  - if it is an error on your part, these items are non-returnable
  - If it is an error on Skanwear's part, a collection will be raised and we will issue you with a credit.

## **Return Requests:**

- Requests to return/exchange items must be made within 30 days from delivery (with the exception of customers who are travelling or away at the time of delivery)
- If a request is made after the 30 days, you will be expected to return at your own cost and there will be a 20% re-stocking charge.

## **Items must be returned in re-saleable condition in the original packaging**

## **Custom Made Garments:**

- Special made-to-measure garments are non-returnable (unless under a special agreement)

## **Incorrect Size Ordered:**

- Return requests due to incorrect fit must be made within 30 days from delivery. If not, there will be a 20% re-stocking charge and the client will send the items back at their expense.
- If you have ordered an incorrect size and would like to exchange this, then you will be expected to return at their own expense.

## **Faulty Goods:**

- An image must be provided by yourself of the faulty garment before a collection is arranged for the garment to be inspected.
- If the picture clearly shows manufacturer defect, we will credit or replace immediately. If it is possibly due to wear and tear, a decision will be made upon the goods being returned.
- Faulty goods must be cleaned and washed before they are returned, otherwise, these will not be inspected.

## **Return of a duplicate order:**

- If this is an error on your part, the order will have to be returned at your expense and there will be a 20% re-stocking charge.
- If this is an error on Skanwear's part, then Skanwear will arrange a collection of the order and credit.