

## **RETURNS POLICY**

SchoolWearUnited.co.uk strictly adheres to the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015 as they apply to online and distance selling.

Certain items are exempt from these rights:

- Consumables, including hygienically controlled items, (e.g. undergarments and hosiery, mouth guards, swimwear without the protective barrier, etc.)
- bespoke orders (embroidered items, tailored sizes, special colours, etc.)
- multi-pack products where one or more items are removed from the returned pack, free or promotional items.

By right, you do not have to give a reason for your return (Right to Cancel). It is important to note, however, specific outcomes are affected by various reasons for return.

The purpose of this document outlines how your rights as a consumer apply to our Returns Policy.

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### **Returns Policy: Right to Cancel**

This section applies if you have just changed your mind and wish to cancel your order, if you no longer want/need the order, if you chose the wrong colour or size, or if you exercised your right to not offer a reason for return. If you need to return goods which are faulty, damaged or incorrectly supplied please return to the previous section and choose the appropriate option.

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party acting on your behalf acquires, physical possession of the last good.

To exercise the right to cancel, simply complete and submit this Returns Form in its entirety within the 14-day deadline as explained above. Alternatively, you may inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email to: School Wear United, FAO Returns Department, 3 Crown Dale, London, SE19 3PB, United Kingdom, sales@schoolwearunited.com). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If you use this option, we will communicate to you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by email) without delay.

## **Effects of cancellation**

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of delivery offered by us). We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied, or
- (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- if there were no goods supplied or received, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

The cost of returning goods under the cancellation rights are to be met by the customer.

## **Returning the goods**

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. You shall send back the goods without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Please use this form to declare any information with your return to help us identify it and the reason for return. You may include a copy of the paperwork enclosed with the delivery, the Returns Form (a printable PDF will be available after submission), or a letter containing the same information.

Goods must be returned to: School Wear United, FAO Returns Department, 3 Crown Dale, London, SE19 3PB, United Kingdom. When returning your item(s), please print and enclose the supplied PDF of our Returns Form to help us identify your package and process your return as quickly as possible. If you do not have a printer please include the same information in a letter in your package. The parcel is your responsibility until it reaches us, so we recommend using a tracked postal service. Goods cannot be returned to our retail stores for exchange or refund.

Any free goods supplied as part of the product purchase must be returned with the product, otherwise we may deduct the full list price of the missing items from any refund.

For packs of more than one item all the items in the pack must be returned.

The following goods are exempt and can only be returned if faulty or incorrectly supplied:

- Products which have been tailored, special ordered, embroidered, or customised to your requirements.
- Underwear and swimwear (due to hygiene reasons) unless the packaging is still sealed.
- Multi-pack items or items sold as sets (e.g. twin-pack shirts and blouses, bundled socks, 2-for-1 shorts and trousers), where one or more items are missing from the return.

Please ensure all items are returned to us in their original condition, unworn, with all labels and hangers (if included) still attached and in their original packaging.

We may make a deduction from the refund for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

[SchoolWearUnited.co.uk](http://SchoolWearUnited.co.uk) will send email confirmation upon receipt of product returns. Refunds will be processed within 14 days.

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### **Returns Policy: Faulty, Damaged, or Incorrectly Supplied Goods**

This section applies to goods which are faulty, damaged or incorrectly supplied only. If you have just changed your mind and wish to cancel your order, if you no longer want/need the order, if you chose the wrong colour or size, or if you exercised your right to not offer a reason for return, please return to the previous section and choose the appropriate option.

#### **Making the claim for return**

If the product is faulty, damaged, or incorrectly supplied, you are entitled to a full reimbursement of the value of the product(s), in that there is no evidence of wear and tear from excessive use or laundering. As not all damage is immediately evident in some instances, discovery of such damage may occur after normal use. Therefore, an acceptable level of wear and tear is expected and will not exempt a faulty or damaged product from this process.

You are also entitled to reimbursement of both shipping and return postage up to the value of current standard Second Class rates. First Class, Next-Day, and related enhanced shipping options are choices of personal preferences, and therefore any value over the standard rate as stated above will not be reimbursed.

To initiate the returns claim process please complete and submit this Returns Form in its entirety within a reasonably elapsed timeframe from the discovery of the fault, damage, or incorrect supply of the product(s). Please use this form to declare information

with your return to help us identify it and the reason for return. You may include a copy of the paperwork enclosed with the delivery, the Returns Form (a printable PDF will be available after submission), or a letter containing the same information.

## **Returning the goods**

Goods must be returned to: School Wear United, FAO Returns Department, 3 Crown Dale, London, SE19 3PB, United Kingdom. The parcel is your responsibility until it reaches us, so we recommend using a tracked postal service. Goods cannot be returned to our retail stores for exchange or refund.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if it is evident the loss is the result of unnecessary handling by you. We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied, or
- (if earlier) 14 days after the day you provide evidence that you have returned the goods.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Any free goods supplied as part of the product purchase must be returned with the product, otherwise we may deduct the full list price of the missing items from any refund. For packs of more than one item all the items in the pack must be returned (even if only one is defective).

The following goods can only be returned if faulty, damaged, or incorrectly supplied. They cannot be returned if you change your mind or order incorrectly:

- Products which have been tailored, special ordered, embroidered, or customised to your requirements.
- Underwear and swimwear (due to hygiene reasons) unless the packaging is still sealed.
- Multi-pack items or items sold as sets (e.g. twin-pack shirts and blouses, bundled socks, 2-for-1 shorts and trousers), where one or more items are missing from the return.

Please ensure all items are returned to us in their original condition from point of discovery as described above, unworn and unwashed if possible. In cases where an item was sent incorrectly, please ensure items are returned with all labels and hangers (if included) still attached and in their original packaging.

[SchoolWearUnited.co.uk](http://SchoolWearUnited.co.uk) will send email confirmation upon receipt of product returns. Refunds will be processed within 14 days.