**Returns and Exchanges**

If for any reason you need to return a garment, please return it within 30 days in an unworn and saleable condition for a guaranteed refund. For items purchased during summer holidays, this deadline is extended to 30 days after the start of the term.

**Our Returns Policy**

We ask that items are returned in original packaging with labels attached together with the original till or credit card receipt. Exchanges or refunds outside of our return period will be considered at the discretion of the School Shop.

**faulty items**

Items considered faulty must be returned by parents or guardians in person by visiting the shop.

Any items returned as faulty within 3 months of purchase will be inspected and if considered to be faulty due to a manufacturer fault will be replaced or refunded at the purchase price. Items over 3 months old will be dealt with at the discretion of the School Shop.

Items that are not obviously faulty will not be refunded or exchanged however can be returned to the manufacturer on your behalf. We would then contact you as soon as we receive a decision.

Due to technical processes used in manufacture, it is imperative that each individual garments’ washing instructions are followed exactly as stated on the care label. We will not be able to accept returns that have been soiled, damaged or shrunk due to incorrect washing.

**our exchange policy**

Any item that you wish to exchange must be unworn and in saleable condition in original packaging with labels attached. Please keep your till or credit card receipt for any items you might want to exchange. Some garments will cost more in larger sizes and therefore the exchanged item might cost more than the original item.

**exceptions**

Please note that your right to return/exchange items does not apply to products which fall into the following categories unless they are faulty:

1. Goods made or supplied correctly to a special order, including items personalised with pupil's initials or name and includes name tapes;
2. Socks and tights removed from packaging;
3. Under garments and mouth guards;
4. Water bottles and lids.

**This Returns Policy does not affect your Statutory Rights**