

WALLACE COTTON

RETURNS & EXCHANGES

Wallace Cotton are pleased to offer a 30 day Returns Policy, where goods may be returned within 30 days of purchase/order confirmation for any reason. No questions asked.

Goods can also be exchanged. If an exchange is requested, we will exchange up to the purchase price of the items on the original order, but we are unable to refund the original delivery fee. Please note additional delivery costs may be incurred for an exchange, for which Wallace Cotton will not be liable.

Please note we do not offer refunds on sale items.

For a limited time and due Covid-19 restrictions we are happy to offer free returns on all items which meet the above criteria and are over £40. Simply contact our customer service team to arrange your return label.

Phone: 0800 0248 475

Email: info@wallacecotton.co.uk

Live chat available on www.wallacecotton.co.uk

RETURNS POLICY

All items must be returned new, unused and undamaged with all original packaging, in a saleable state. Additional items such as the free laundry bag for each item must also be enclosed. Returns that do not meet our returns policy will be refused and items will be returned to the customer. Please note we do not offer refunds on sale items.

Please make sure garments are securely packaged to avoid damage in transit as garments are the customer's responsibility until the return reaches us. We recommend that you send returns by a service that provides a tracking number and a receipt of shipment when delivered, i.e. a signature. We are not responsible for goods that go missing or fail to arrive at our premises.

Once the returned goods have been checked and processed, your order will be refunded. We are unable to refund any delivery fees paid on the original order.

Where possible, payment will be refunded to the same payment method as the original order payment.

HOW TO RETURN/EXCHANGE AN ITEM:

1. Please fill in the below form.
2. If you wish to make an 'exchange' please include size/colour details of the replacement items. We will contact you if additional payment is required, please do not include credit card details.
3. Please send the items to be returned, along with all original packaging, laundry bag and the completed packing slip to the below address using a tracked and signed for service;

Wallace Cotton Returns
c/o Wallace Cotton Battersea

65 Northcote Road,
London SW11 1NP

Product Code(s):

Product Name(s):

Exchange/ Return (circle one)

Exchange for _____

Best contact number:

Order number: