



Faulty, Damaged Goods or Incorrect Item

Items found to be faulty or incorrect on arrival - please inform us by phone **07942 16 16 07** or by email louise@imaginewear.co.uk within 30 days of receipt and return them for inspection with your **ORDER ID**. Only faulty items can be considered for exchange outside this period. Once verified, a credit note will be issued, and you may choose to request a replacement, credit, or refund via your original payment method. If your parcel is visibly damaged on receipt, sign the courier's receipt accordingly. All returns must be sent postage paid. We recommend recorded post as we accept no responsibility for mislaid parcels. Please provide us the tracking number from post office or couriers if applicable. You can keep tracking your package by receiving email for shipment updates. We recommend that you request a "proof of posting" receipt, as we accept no responsibility for mislaid return parcels. Postage is non-refundable in any circumstances unless items are faulty or incorrectly supplied. Standard postage will be refunded in these circumstances only. There is no administration fee charged for returned products under the above circumstances.

Change of Mind.

You may return any unused items in a re-saleable condition for a refund or exchange within **30 days** of receipt providing they are:

- Unworn in original packaging
- All tags attached
- Tights & Underwear **MUST** be in unopened packaging
- Faulty items

Any items received after 30 days of receipt or in poor condition, will be subject to a **£4.00** per item handling charge or may be rejected.

We cannot accept the return of:

- Items not in original condition
- Incorrectly washed garments (always follow fabric care label instructions)
- Made to order items.
- Special order items
- Reduced/Sale items
- Underwear, opened Tights packets or face masks (in the interest of hygiene)
- Free gifts or promotional items
- Hats, wigs, OR hair accessories
- A label has been applied to the costume bag or packaging, or if it has been marked in any way

For exchanges, should you require an exchange for a different size of the same item, no extra postage & packaging charge will be made. However, the buyer will be charged a return postage & packaging cost for exchanges for a different item.



We endeavour to process refunds as quickly as possible, however it can take up to 28 days.

All tights, body stockings, dance belts and socks are final sales. Returns are NOT allowed. This does not affect your statutory rights.

Printed items may fade with repeated washing. We recommend these items are washed by hand and ironed on reverse. Printed items cannot be exchanged or refunded unless garment is faulty.

Every effort is made to ship orders in one complete shipment. If an item is out of stock, you will be notified by email. We will ship the available goods first and ship the remaining items as soon as they become available. All deliveries are subject to stock availability. In the event of a stock error and we are unable to dispatch immediately we will email to advise of estimated dispatch dates.

Please address your parcel to:

IMAGINE DANCE & THEATRICAL WEAR

Direct>Returns

MARSH END

LOW STREET

BROTHERTON

NORTH YORKSHIRE

WF11 9HQ

Please Note: No personal deliveries accepted.

We recommend that all returns are securely packaged, and Proof of Posting is acquired as we cannot accept responsibility for any lost or damaged parcels. This policy does not affect your statutory rights.

If you require any further information, please: Email: louise@imaginewear.co.uk or Tel: **07942 161607**