

Returns Policy and Quality Checking

Faulty or wrongly despatched

All goods are inspected as part of our quality control procedure prior to despatch and we are confident that you will be happy with your order and the service you receive. In the unlikely event that we fail to deliver on quality or have sent the wrong goods, we will of course offer a full refund provided the goods are returned in accordance with our returns procedure. The refund will include the cost of your return postage by the same method as the goods were sent.

Deciding not to keep something

Occasionally a customer may wish to return something because it isn't a good fit or doesn't suit them. We are always happy to provide additional sizing information or a more detailed description of a garment to help you with your selections to minimise the risk of this. Fabric swatches are also available (send s.a.e.).

Ready-made goods on our stock lists are returnable providing they are unworn and in the same condition as when received. Goods cannot be returned if they have deodorant marks or are heavily scented – easily done when trying on so please take care!

Unlike the big mail order catalogues, our profit margins can't absorb the costs we incur when goods are returned simply because the customer chooses not to keep them. Rather than increase all our prices, we think it fairer to charge a handling fee in these circumstances. If it is a returnable item and the returns procedure has been followed, we will deduct 5% of the purchase price from your refund. This will allow a small contribution towards the things we do for returns (e.g. collect the parcel from the Post Office, unpack, check, iron, re-list and refund). We are not making money out of this and hope you will consider it to be a reasonable solution. Some of our competitors don't accept returns at all! The postage cost (sending the goods to you and you returning them to us) under these circumstances are at your expense.

We hope that you will understand that clothes made especially to your size or colour-scheme and all custom-embroidered garments cannot normally be returned. If it's on our ready-made stock list it is returnable – if it's made-to-order then it's non-returnable. If you require clarification on this or anything else, please ask when placing your order.

Returns procedure

If you intend to return something please advise us by e-mail, fax or letter within your statutory 7 working day period of receipt of goods and send the goods back to us promptly so that we can process your refund. Please note that we cannot be held responsible for any goods that may be mislaid during return so please choose an appropriate method of shipment e.g. recorded or special delivery.

Your rights to cancel made-to-order garments

Under the Distance Selling Regulations you have seven working days in which to cancel your order for made-to-order garments. You must inform us in writing (e-mail, fax or letter) within 7 working days of placing the order that you wish to cancel. If you have paid a deposit it will be returned in full. Because of these regulations we will not normally start work on any order until after 7 working days have passed.

However, you may wish to have the goods sooner and we may be able to agree a quicker timescale. If this is the case then you are foregoing your rights to cancel as soon as the work has commenced.

Other important notes

Please note that when buying goods and services on the internet or over the telephone from us you are entering a legally binding contract and UK law is the applicable law.

This page can be printed or saved on to your computer by clicking below. It is our way of making this information available to you prior to any orders being placed. A further copy will be included with your goods. Sorry if it sounds a bit boring and officious, but we always wish to comply with the law, best practice and common sense! If you have any queries, please do ask us.