

## **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! Returns will also not be accepted if the tags have been removed.

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 for belts and petticoats, 10% for skirts, dresses, neckerchiefs and anything requiring ironing. 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.

Wagtails Dancewear cannot accept responsibility for delivery once the parcel has been posted. If you decide to return goods because they arrived later than you had hoped our standard returns policy applies.

### **Returns procedure**

If you intend to return something please advise us by e-mail, fax or letter within your statutory 7 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.

### **Accuracy of sizes, colours and other information**

We take special care to show size guides and other information about our products and such descriptions are given in good faith. However, we are not living in a perfect world and some things do vary. For example, a new roll of fabric may be from a different dye lot, it may shrink by a different percentage and not all shirts measure the same. We cannot accept responsibility for such variations but we are always happy to provide specific measurements, information or fabric swatches where appropriate. Please ask before ordering.

### **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.

Other important terms relating to payment, despatch and shipping are shown on the payment & shipping page of our web-site. These form part of our terms & conditions.