

Returns

If you are unsatisfied with your product or have received damaged goods. Please notify us within 48hrs of receiving your order, please provide images of your item also. you will have 30 days from the date of delivery to return the product and request a refund or replacement. You may return any Product (as defined below) purchased on equi-spirit.co.uk in accordance with the terms below:

To complete your return, we require a receipt or proof of purchase.

A return authorization must be requested within 48 hours days of your date of delivery. You must contact us at info@expressivewear-uk.com to request the return

You must return the Product to the address provided to receive a refund at your cost within 30 days of receipt of the authorisation.

Returned Product(s) must be in good physical condition (not physically broken or damaged).

Additional terms and conditions

Shipping and handling charges, gift wrap fees, and taxes paid (such as sales tax, customs duty, or VAT,) are not refundable.

You are responsible for and must prepay all shipping charges and you assume the risk of loss or damage to the returned Product(s) while in transit back to equi-spirit.co.uk.

If you return a product to Expressive Wear (Equi-Spirit) (a) without a return authorization from expressivewear or (b) without all parts and accessories originally included with your purchase, Expressive Wear retains the right to either refuse acceptance of such return or charge you a restocking fee of 30% of the original price of the Product(s) or the retail value of the missing parts and accessories, whichever is higher.

Damaged items - If the product is inspected and determined to be in good physical condition, Expressive Wear retains the right to charge you a 30% restocking fee. This fee is to cover the cost of labour and repackaging a product that is found to be in good condition.

Non-returnable items

- Any item not in its original condition/packaging is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit/debit card within 10 business days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@expressivewear-uk.com

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item.

We will exchange items if the wrong size has been ordered, postage charges will be at the cost of the purchaser.

send us an email at info@expressivewear-uk.com and we will provide you further instructions on where to return the item for an exchange. Please note that we cannot accept exchanges beyond 7 days from the date of delivery.

Return Contact

If you still have questions about your return, please contact Contact customer service at info@expressivewear-uk.com.

OR via mail to:

Expressive Wear

Re: Customer Support

Swallow Barn, New Road, , Chatteris, Cambridgeshire, PE16 6XP

Business Hours: 09.00 - 17.00 Mon - Fri

Any emails received over the weekend will be responded to on the Monday (excluding Bank Holidays)