

Timothy Everest

Returns Information

Name:
New Order Number (refer email subject line):
Please REFUND / EXCHANGE (delete as appropriate)
Item(s) being returned:
Reason(s) for Exchange:

Please return item(s) to:

Returns Department
Timothy Everest
(Timothy Everest Spitalfields Ltd)
37 Redchurch Street
London
E2 7DJ

Timothy Everest Returns Policy

If you are not completely satisfied with your purchase, please simply:

- Notify us by phone on (0)20 3802 7002 or email at comms@timothyeverest.co.uk within 14 days.
- Return the item(s) to us in their original condition* within 30 days of receipt. We will issue a refund or exchange upon receipt and examination. Items should be returned in their original (or similarly robust) packaging with a completed Returns Form. If the exchange you have requested is unavailable we will refund your order and email to inform you.

Return Postage

Return postage charges are non-refundable unless your order was faulty or incorrect. Please note the item is the customers' responsibility until it reaches us. We recommend that you send your returns using a recorded or signed for postal service and that you retain proof of postage.

Refunds

Online purchases can only be refunded to the original credit/debit card used and cannot be refunded at any of our retail outlets. Please allow 3-5 working days from receipt of a return for us to process the refund or exchange, and a further 5-10 days for the funds to clear into your account (this time frame is dictated by your bank or card issuer).

Sale Returns

Sale items (sold with a discount of their original price) cannot be refunded. These items can be exchanged for another item of the same price only. The cost of return postage will be chargeable

Faulty Goods

If you think your item is faulty or incorrect, please contact us at comms@timothyeverest.co.uk to book in the faulty/incorrect return. We will then advise and assist you with the return.

International returns please note:

If you are returning anything to us from outside the EU/EU/EEA please mark the box 'Returned Goods'. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you.

Please note this returns policy does not affect your statutory rights.

*original condition meaning unworn and unused.