

# 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 Redchurch Ltd)  
16 Hoxton Square  
Unit 5  
London  
N1 6NT

## Timothy Everest Returns Policy

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

- a) Notify us by phone on (0)20 3802 7002 or email at [comms@timothyeverest.co.uk](mailto:comms@timothyeverest.co.uk) within 14 days.
- b) 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](mailto: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.