



## **REFUNDS**

Mossfraser.com guarantees that if you're in any way dissatisfied with the goods you have ordered we will exchange them or give you a full refund, provided they are returned to us within 14 days in their original packaging and condition - unworn, unwashed and with all labels, bags and boxes intact.

Delivery charges will not be refunded in the case of a return.

## **RETURNS NOTIFICATION**

UK customers please return goods via Royal Mail - **IMPORTANT** obtain a free Certificate of Posting for all returns (available at Post Office counters) so we can complete your refund in the event of your parcel being lost in transit.

International customers please return goods using a prepaid, insured, traceable method, clearly marking your package RETURNED GOODS to avoid delays at Customs. Please retain shipping documentation so we can complete your refund in case items are lost in transit.

We will advise you by email as soon as we receive your returns and will process your request for either a refund or replacement no later than 14 days from receipt.

Refunds will be credited to the card used to pay for the original order.

## **CLEARANCE SALE PURCHASES**

Products bought from our clearance sale cannot be returned or exchanged. This does not affect your statutory rights.

## **NEED TO CONTACT CUSTOMER CARE?**

If you would like further information on our returns policy please e-mail us at [cservices@mossfraser.com](mailto:cservices@mossfraser.com)