



# Returns.

## **1. OUR RETURNS POLICY**

If you are a customer in the European Economic Area (EEA), you get 14 calendar days to cancel your order because you have changed your mind. This cancellation period starts from the day you have received all of the items in your order. Find out how to return your item(s) at number 4.

If you receive faulty goods, you may also have a right to return these goods and to ask us to repair or replace them or get a refund.

- Items must be returned within 28 days of receipt.
- Items must be unworn, unwashed, and suitable for resale.
- We cannot provide free returns. The shipping cost will need to be covered by the customer.

## **2. FAULTY GOODS**

We're really sorry to hear that you've received an item that's not in perfect condition. So that we can get this fixed for you please send us the following information via email to [hello@companythree.co.uk](mailto:hello@companythree.co.uk).

To help us get this fixed for you ASAP, when you first contact us please include the following information;

- Your name
- Order number
- Product name and code
- Picture of the fault
- Description of the fault
- (The product name and code can be found on your order confirmation email).

## **3. CANCELLING UNDER THE CONSUMER CONTRACTS (ORDERS) REGULATIONS**

If you're a customer in the EEA, you get 14 days to cancel your contract (order) with us.

This two-week period starts from the day after you receive your order (or from the day after you receive the last item of your order). You'll need to write to us with notice of your cancellation – [hello@companythree.co.uk](mailto:hello@companythree.co.uk), and write your order number in the email subject line.

You could also write to us via post: Company Three, Islington Central Library, Third Floor, 2 Fieldway Crescent, London, N5 1PF

Or give us a call on: 0207 609 9651

If you're cancelling your contract (order) with us but have already received your order, you'll need to return the item(s) to us, see how to do this below. You'll then receive a full refund as per the policy above.

All returns are quality checked – items should be returned in a new and unused condition with labels attached and wherever possible sent back in the original packaging. Refunds will not be given if they do not comply with our returns policy.

#### **4. HOW TO RETURN AN ITEM**

1. Contact us via [hello@companythree.co.uk](mailto:hello@companythree.co.uk), with the following information;

- Your name
- Order number
- Product name and code
- Proof of purchase (this can be a screenshot of your order confirmation email, or a picture of the order slip in your package)
- Picture of the fault
- Description of the fault
- (The product name and code can be found on your order confirmation email).

2. Once you've received a reply from us. Please place your item in secure packaging and post them, with a note including your name and order number, to the following address:

Company Three  
3<sup>rd</sup> Floor, Islington Central Library  
2 Fieldway Crescent  
London  
N5 1PF

3. Once we've received and processed your return you will receive an email from us confirming your refund. Please allow between 5 – 10 business days for the money to appear back in your account. If the money is not in your account by this time, please [contact us](#).