

INFORMATION ON RETURNING OR EXCHANGING PRODUCTS

Dear Sir/Madam,

Thank you for your purchase. If for any reason you are unhappy with any item that you have purchased from us, you can return it to us in its original condition within 14 days of delivery for a full refund.

To avoid any unnecessary delays please re-order replacements online.

To help us process your returns as quickly as possible, please adhere to the following;

1. Complete the attached form and enclose in the package along with your returned item/s.
2. Each item must be in its original packaging (complete with barcode and item description label). Returns are only accepted if the garments are unworn and unmarked with your child's name. Sales labels must still be attached to garments. Please note that we are unable to accept blouses, shirts, swim wear, tights and gum shields
3. Package the item(s) appropriately and address to:
dj uniforms, Customer Services, 45 High Street, Bushey, Hertfordshire, WD23 1BD
4. We recommend that when returning your parcel, you request a proof of posting certificate. We will not be responsible for items that fail to reach us.
5. Once received, we will endeavour to process all refunds within 10 working days however at busier times such as Back to School please allow up to 28 working days. You will be notified by e-mail as soon as the refund has been processed.

Terms and Conditions

- You can shop in confidence knowing that you can return your items within 14 days. In the interest of hygiene, we are unable to offer refunds on any personal items such as gum shields, swimming costumes etc.
- dj uniforms reserve the right to refuse a refund or exchange if we believe that the item has been worn or soiled through being incorrectly laundered, stained, damaged or torn by the wearer. You will be notified via email in this instance.
- Refunds will be credited to your original method of payment. ***In light of the Covid-19 Pandemic, all returns are required to be quarantined for at least 3 working days before we are able to open them. Refunds may therefore take slightly longer than usual and we ask for your patience in these unprecedented times.***
- ***For Click & Collect customers – Please note that there will be queues to enter the premises as we will be limiting the numbers in the shop at any one time. Your patience will be greatly appreciated.***
- There will be no contact returns facility available in the shop for any online order. In the event that you could like to exchange garments, we request you order the new item from the website and wait for the refund separately.
- Refunds on goods are subject to them being returned in a saleable condition, or in the event of faulty goods, subject to inspection and agreement by dj uniforms.
- dj uniforms are not liable for any lost or damaged parcels that are being returned to us
- In the unlikely event that you receive incorrect items, damaged items, or items of a different quantity to that stated on your order form, we shall make good any shortage or non-delivery, replace or repair any damaged or defective goods, or refund to you the amount you paid for the items in question. Any issues must be notified to us by email (info@djuniforms.co.uk) within 3 working days of delivery of the goods and return them to us, if we request you to. This does not affect your statutory rights.



Package the item(s) in a suitable manner for Royal Mail deliveries and address it to the following:

dj uniforms, 45 High Street, Bushey, Hertfordshire, WD23 1BD.

Web Sales or Receipt Number: _____ School (if applicable) _____

Name on Web Sale or Receipt: _____

Address: _____

Post code: _____ Telephone Number: _____

PRINT E-mail address: _____

Date: _____

PLU	Description of Item	Quantity	Reason for Return

(Please continue on a separate sheet of paper if necessary)

To enable us to process your refund as swiftly as possible remember to include the following:

- Your name and contact details - daytime telephone number and e-mail address
- Web Sale number or receipt number
- Completed returns form
- Copy of our despatch note or receipt

Faulty Garments

If returning faulty garments you must ensure that the item has been thoroughly cleaned as manufacturers will not accept any soiled garments.