

# Terms of sales

## Warranty Information

Products have a 12-month warranty in line with the brand's legal guidelines.

## Refund Policy

Once your return is received and inspected, we will email you via the email address used when placing your order. We will notify you of the approval or rejection status of your refund.

If approved, we will process your refund within fourteen (14) days to the original payment method used. Orders paid for by gift card, will be refunded to a new gift card which will be emailed to you. Orders paid for with store credit will be refunded to store credit only.

There are certain situations where only partial refunds will be granted. These include but are not limited to: Any returned item not in original condition, damaged, does not adhere to our returns conditions or is missing parts for reasons not due to our error.

Where a partial refund is offered, we will email you via the email address used when placing your order.

Where an item is returned outside of the 30 day return window, we will issue a refund via store credit only.

Please note: We will only issue a refund (whether full, partial or store credit) after successfully receiving your goods. No refunds will be issued for items not returned to us. We are not responsible for delays with returning items nor the misdelivery of goods returning to us. These issues are unfortunately outside of our control and we are not to be held responsible.

We will not refund any delivery charges in the case of returned items. You will only be reimbursed the original delivery charge where you exercise your statutory right to cancel or to reject faulty goods as described below. We will only pay the return costs and subsequent re-delivery costs (if applicable) if the return is as a result of our error or the goods are faulty or misdescribed.

## Return Policy

Returns must be made within 30 days from the date of dispatch. All returns must be accompanied with a returns note and must adhere to the following conditions:

Item(s) are in new, unused condition.

All product tags and hygiene strips are intact and in place.

Item(s) are in their original packaging as received by you.

Have been tried on wearing underwear.

Are clean and free from streaks or odour.

Please note: Items returned which do not adhere to these conditions will not be refunded and will be disposed of after inspection.

### WITHIN THE UNITED KINGDOM

Orders delivered to an address within the United Kingdom may take advantage of our free returns service (not available for Jersey and Guernsey). Simply follow this process:

Complete the returns form included within your delivered package.

Securely package the item(s) for return.

Visit the Royal Mail returns website to generate your returns label: <https://www.royalmail.com/track-my-return/create/2696>

No printer? No worries! Your local Post Office will print your returns label for you - take your Royal Mail barcode on a mobile device for the Post Office to scan & print.

### LOOKING TO RETURN A FAULTY, DAMAGED OR NOT AS DESCRIBED ITEM?

Please contact customer services before returning any item(s). The team will be happy to provide further guidance directly.

Send an email: [info@proswimwear.co.uk](mailto:info@proswimwear.co.uk)

## **Return Fees**

Returns from within the UK are free via the Royal Mail returns portal:  
<https://www.royalmail.com/track-my-return/create/2696>

## **Carriers Delivery Time**

Orders are dispatched from our warehouse Monday to Friday 08.30 to 15.00 UK time. We aim to dispatch within 24 working hours of receiving your order, however during busier periods expedited and next day delivery orders will be processed and dispatched with priority.

Any orders received after 15:00, or at any time on a weekend, will not be dispatched the same day and will likely be processed the following business day.

Standard Delivery - Royal Mail £3.99 (3 to 5 Working Days)

## **Returns Period**

30\_Days