

RETURNS POLICY

Faulty Goods

If you have an item(s) you deem faulty, please telephone the office on 01986 872787 (option one for sales) or email sales@castleclothing.co.uk with details of the fault and relevant images. We will then ascertain whether the item(s) needs to be returned to us for further inspection.

Incorrect Item Sent

If you have received an incorrect item(s) you will need to call the office or email the Sales team on sales@castleclothing.co.uk to inform us that you need to make a return. For us to accept the return and issue credit notes please ensure the following:

- a) That the item(s) is returned to us in original condition, complete with bag, hang tags and labels.
- b) That there is paperwork included in the Box/Package that states your company name, the invoice or delivery note that the return relates to and the reason why the goods are being returned. A form will be supplied.
- c) We are notified within 7 days.

We may ask you to return the item(s), in which case we will refund your carriage costs or we may arrange collection.

Returning Stock.

We would like to emphasize that we do not operate on a “sale or return” basis, but will under exceptional circumstance allow the return of unwanted stock, as long as you follow the conditions as set out below:

- a) You have either called the office or emailed the Sales team on sales@castleclothing.co.uk, it has been agreed the goods can be returned to us and a returns number has been issued.
- b) The item(s) must be returned to us in original, re-saleable condition, complete with bag, hang tags and labels.
- c) There is paperwork in the Box/Package that states your company name, invoice or delivery note that the return relates to, and the reason why the goods are being returned. A form will be supplied.
- d) A 25% Re-stocking fee will be charged.
- e) We cannot accept returns of discontinued lines, items purchased more than 1 year ago or lines that have recently had updated specifications.
- f) The item(s) must be returned at your own expense.

PLEASE NOTE, ALL RETURNS MUST INCLUDE RELEVANT PAPERWORK