

Returns, Refunds and Exchanges

EXCHANGE / RETURNS/ SHIPPING AVAILABLE AT

Return Reason	Return Period	Postage Responsibility falls to	Options Available
Change of mind	7 Days from the date when the order was received. 20 Days Internationally	The Customer	Exchange
Wrong Size	7 Days from the date when the order was received. 20 Days Internationally	The Customer	Exchange
Other	If you have any other returns that do not fit into the categories above please contact us, by email first so we can assist you appropriately	Case by Case basis	Case by Case basis

We offer free local delivery in South Africa on orders over the value of R 2 000.00

Local delivery lead time is approximately three five working days (excludes day of purchase).

REFUNDS

We take special care to ensure the high quality of our products so goods are inspected before packaging to ensure they are in excellent condition. Products are also packaged carefully to ensure a minimal chance of damage during transit. However, we know that occasionally faults will be overseen. We will gladly offer an exchange or a refund on a faulty item. All returns or exchanges in this case are subject to us receiving the item back within 7 days of you receiving the item. Any faults found to have been caused through neglect or intentional misuse will instantly void this guarantee. Please note that Sales items can unfortunately not be refunded.

Please email us at prior to returning the goods so as to inform us of your complaint; by doing this we are able to assist you in the correct manner. **Returning items without any notice in the suggested ways will not be accepted.**

CLOTHING

All sizes and measurements stated are approximate sizes and measurements and every effort is made to ensure accuracy. There may be a 1-2cm difference in our given measurements and in such cases the variance may not be considered as a defect or fault. Please note any sale item/s, and accessories (due to hygiene reasons) are not exchangeable or refundable.

EXCHANGES

We want you to be happy each and every time you shop with us! While we cannot refund for wrong choice or change of mind, we will happily exchange within 7 days and 20 day internationally of receipt for a product of equal value. Please note no cash refunds.

All items must be returned in their original condition, unworn, unwashed with tags and packaging intact and accompanied by proof of purchase. We reserve the right to refuse if not returned in original condition.

Please note it will be the purchaser's obligation to cover all additional postage costs so you will need to include the post satchel bag in your package.

Please email us at hseofhutton@gmail.com with your complaint, your name, contact details, invoice number and details of your preferred replacement choice (Item name, colour & size) prior to exchanging your purchase to get an exchange authority and to ensure you receive your preferred exchange choice. **Returning items without any notice in the suggested ways will not be accepted.**

We do strongly recommend that you use postage with a traceable method as we cannot be held responsible for damaged or lost returned packages.

FINALISING YOUR PURCHASE

Please make sure that you have provided us with the correct postal address within South Africa and internationally. **We will not be held liable if we have been given the wrong address.**

- Hse of Hutton Ships via DHL Internationally and courier guy locally.
- We email all our customers once the package has been shipped with a tracking no.
- A cost of a R 125 on shipping cost locally (South Africa). However terms and conditions may apply due to certain circumstances.
- The shipping rate for international orders vary depending on distance, taxes etc.
- We do not ship orders on Sundays or any South African public holidays unless otherwise requested by a customer.
- In the event that the order does not arrive within the stipulated amount of days please do not hesitate to mail us

Thank you!