

## Returns policy

Last updated: 1-Jun-2022

Returned items must comply with our returns policy:

- Items must be returned undamaged and unused, with all tags attached and the original packaging included
- Final sale items cannot be returned unless the item arrives damaged or faulty when delivered to you
- Footwear and accessories must be returned with the original boxes and dust bags, where provided, and placed inside a protective box when returned
- When trying on footwear, please do not mark the soles or damage the shoe box
- Customised items cannot be returned as they have been created to your specification, unless the item arrives damaged or faulty when delivered to you

We accept returns within 14 days, starting from the day your order was delivered.

Please be careful when trying on your purchases and return them in the same condition you received them. Any returns that do not meet our policy will not be accepted.

To create a better shopping experience for our customers, we offer a flexible returns policy. We monitor the number of returns and reserve the right to close your account or restrict future orders if your return behaviour is in breach of our Returns Policy.

If you would like to cancel your order, you must notify us of your wish to cancel within 14 days from the date your order arrived using one of the methods set out below.

Once you notify us, you will be responsible for the cost and arrangement of returning the items.

By phone on +351 253 095 092, giving us your name, address and order reference; or by contacting our customer support by email:

[customer@fashable.ai](mailto:customer@fashable.ai)

## Refunds

Once your return has been received and accepted by our brand or partner, your refund will be processed to your original payment method, excluding any delivery costs. Refunds can take up to some days to show in your account, depending on your payment provider.

If you receive an item in a flawed or damaged condition, or if it doesn't quite match the description on our website, please contact our customer support team: [customer@fashable.ai](mailto:customer@fashable.ai)

We'll arrange a return and process a full refund for the faulty item.