

## Terms and Conditions

### Shipment.

We ship on Mondays, Wednesdays and Fridays.

### We ship via

- Royal mail – and all items priced over £20 are sent with tracked delivery option and insurance
- For items weighing more than 2kg a courier or Parcel Force will be used.

### **For orders outside the UK**

small parcels will be shipped via Royal Mail or Parcel Force)

Heavier items will be sent via Parcel Force or a courier (such as Fedex) – please ask before committing to buy.

***Please allow up to 3 business days to process your order and an additional 2-10 business days for transit, depending on your location.***

Customs duty, VAT, applicable taxes, additional receiving costs, etc. are solely the responsibility of the purchaser and WILL NOT BE REFUNDED. These charges are different for each country and it is impossible for us to determine the final value.

### **Exchanges and Returns**

#### **Please inspect your order upon receipt.**

- If there is a problem with your order or merchandise has been damaged in shipment, please let us know immediately.
- Claims or return requests must be made within 14 days of receipt of order.
- No return on clearance items – they are sold as seen.
- To initiate a damage claim or request a return, please email [izabela@priorattire.co.uk](mailto:izabela@priorattire.co.uk) for authorisation number.
- We will assess if the product should be replaced or exchanged, or if a credit is appropriate.
- Items authorized for return or exchange must be received by us in original condition within 14 days for replacement, exchange or credit.
- All returns and exchanges must be authorized. ***Unauthorized returns or exchanges will not be accepted.***
- Returns/exchanges must include original invoice
- The customer is responsible for shipping and handling charges – we strongly recommend that the items are sent back using a tracked delivery service.

- Please allow at least 2 weeks for processing your return or exchange.
- If the goods are damaged in shipment, please keep all packing materials. We must file a claim with the carrier and they may require inspection of the packing materials to approve the claim.