

## Returns Policy – Right to Cancel

For Change-of-Mind, Wrong Size/Colour, or Unwanted Items  
(Updated 09 December 2025)

This **Returns Policy** applies when you wish to return an item **for any reason other than a fault**, including:

- changed your mind
- ordered the wrong size or colour
- no longer need the item
- prefer not to give a reason

If your item is **faulty, damaged on arrival, or incorrectly supplied**, please refer to the *Returns Policy – Faulty, Damaged, or Incorrectly Supplied Goods*

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### I. Your Right to Cancel

Under the Consumer Contracts Regulations, you have the right to cancel your order **within 14 days** without providing a reason.

The cancellation period ends **14 days after the day you (or someone acting on your behalf) receive the final item in your order**.

To exercise your right to cancel, you may:

#### Option A – Use Our Returns Form

Complete and submit the Returns Form within the 14-day window.

#### Option B – Send a Clear Statement

You may also notify us by post or email:

School Wear United  
FAO Returns Department  
3 Crown Dale  
London  
SE19 3PB  
United Kingdom  
[sales@schoolwearunited.com](mailto:sales@schoolwearunited.com)

You must send your cancellation notice **before the 14-day period expires**.

We will acknowledge your cancellation on a durable medium (such as email) without delay.

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## 2. Effects of Cancellation

If you cancel your contract, we will reimburse **all payments received for the goods**.

We may deduct an amount if the goods show **loss of value** caused by handling beyond what is reasonably necessary to inspect the item.

Refund timelines:

- **14 days** after we receive the returned goods, or
- **14 days** after you provide evidence of sending them back (whichever is sooner), or
- **14 days** after informing us of cancellation if no goods were supplied

Refunds are made using the original payment method unless you request otherwise.

You will not incur fees for the reimbursement.

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## 3. Returning Your Goods

You must return the goods **within 14 days** of notifying us of your cancellation.

The deadline is met if you send the items back before the 14-day period expires.

Return postage is the **customer's responsibility** for change-of-mind cancellations.

Send all returns to:

School Wear United  
FAO Returns Department  
3 Crown Dale  
London  
SE19 3PB  
United Kingdom

You are responsible for the parcel until it reaches us; a tracked service is strongly recommended.

Goods **cannot** be returned to retail stores for refund or exchange of online purchases.

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## 4. Information to Include with Your Return

Please include one of the following inside your parcel:

- the printed Returns Form PDF, or
- the paperwork enclosed with your delivery, or
- a handwritten note containing:
  - your name
  - the email address used for the order
  - your order number and/or returns number
  - the items being returned (and quantities)

Providing clear information helps us process your return quickly.

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## 5. Items Excluded from the Right to Cancel

Certain items cannot be returned **unless faulty or incorrectly supplied**.

These exclusions exist for hygiene and safety reasons or because of product type.

**Hygiene-Restricted Items (opened items not eligible for return):**

- underwear
- tights
- socks
- base layers / thermals
- swimwear
- **all swimming accessories** (including goggles, caps, pool shoes, snorkels, paddles, floats, etc.)
- mouth guards

**Unopened** hygiene-restricted items may be returned under standard cancellation rights.

**Customised or Special-Order Items**

- tailored items
- embroidered / badged / customised garments
- items made specifically to your requirements

**Multi-packs and Sets**

Multi-packs must be returned **complete**.

Damaged or missing components may reduce the refund amount.

**Promotional or Free Items**

If your order included a promotional item (free gift or bundle bonus), you must return it **with your order**.

If not returned, we may deduct the item's full retail value from your refund.

Promotional items have **no refund value** when returned alone.

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## 6. Condition of Returned Goods

To be eligible for a full refund:

- items must be returned in **original condition**,
- unworn, unwashed, and
- with all labels, tags, and packaging intact.

We may deduct from the refund if unnecessary handling has caused any loss in value.

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## 7. Confirmation and Processing

Once we receive your returned goods:

- we will send an email confirmation, and
- refunds will be processed within 14 days of that confirmation.

## Returns Policy – Faulty, Damaged, or Incorrectly Supplied Goods

(Updated 09 December 2025)

This **Returns Policy** applies only to goods that are **faulty, damaged on arrival, or incorrectly supplied**.

If you wish to return an item because you changed your mind, ordered the wrong size/colour, or no longer need the item, please refer to the ***Returns Policy – Right to Cancel***.

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### 1. Faulty or Damaged on Arrival

Under the Consumer Rights Act 2015, you are entitled to a repair, replacement, or refund if your item is **faulty or damaged on arrival**. This includes:

- manufacturing defects
- incorrect or incomplete items
- printing, embroidery, or construction faults
- issues discovered upon first inspection
- issues discovered during **first reasonable wear or use** (e.g., seams splitting, zips failing, print peeling before the first wash)
- damage that occurred before the item reached you

Items that fall into this category are eligible for return, **even if opened**, including hygiene-restricted items.

Examples of items considered faulty or damaged on arrival:

- stitching or seams failing on first use
  - broken or non-functioning fastenings
  - incorrect garment sent
  - badge/embroidered logo misapplied
  - holes or tears discovered when first trying on
  - mis-sizing far outside acceptable tolerances
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### 2. What Is Not Covered (Customer-Damaged Items)

Items are **not** eligible for return if the issue arises due to:

- washing
- prolonged wear
- accidental damage
- misuse or incorrect care
- stretching, staining, tearing, or altering the item
- removing security tags, hygiene strips, or protective packaging
- opening hygiene-restricted items that are not faulty

These conditions are considered **customer-damaged** and are not eligible for refund or replacement.

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### 3. Hygiene-Restricted Items

For hygiene reasons, the following items **cannot be returned once opened**, unless they are faulty or damaged on arrival:

- underwear
- tights
- socks (base layer category)
- base layers / thermals
- swimwear
- all swimming accessories, including goggles, caps, snorkels, fins, paddles, pool shoes, nose clips, ear plugs, floats, and any item that may come into contact with chemically treated water
- mouth guards

**Unopened** hygiene-restricted items may be returned under standard return rules.

**Opened** hygiene-restricted items are eligible for return **only if faulty**.

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### 4. Promotional or Free Items

If your order included a **free or promotional item**, the following rules apply:

- Promotional items may be returned if unopened but have no refund value.
  - Return postage is not reimbursed for promotional items.
  - If you return your entire order, you must also return the promotional item; otherwise, the full retail value of the promotional item may be deducted from your refund.
  - Multi-pack promotional items must be returned as complete, unopened sets.
  - Faulty promotional items do not create refund credit; they may be replaced where stock allows.
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### 5. Multi-Pack Returns

Items sold as multi-packs (e.g., twin-pack shirts, bundled socks) must be returned as a **complete set**.

Partial returns cannot be accepted unless one item in the pack is faulty — in which case, the remaining items must still be returned.

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## 6. How to Make a Faulty/Damaged Return Claim

### Step 1 – Complete the Returns Form

Please complete and submit the Returns Form within a reasonable period after discovering the fault.

If you cannot print the form, include a handwritten note with:

- your name
- the email address used for your order
- your order number and/or returns number
- a description of the fault
- photos (recommended)

### Step 2 – Include Supporting Evidence

Where possible, provide clear photos showing:

- the defect or damage
- the product label and/or badge
- any packaging or component that arrived damaged

This helps us assess your claim quickly.

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## 7. Returning the Goods

Please send returns to:

**School Wear United**  
**FAO Returns Department**  
**3 Crown Dale**  
**London**  
**SE19 3PB**  
**United Kingdom**

You are responsible for the parcel until it reaches us; tracked postage is recommended.

Goods **cannot** be returned to retail stores for refund or exchange of online orders.

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## 8. Refunds for Faulty or Incorrectly Supplied Items

If your return is approved:

- We will refund the product value in full.
- We will also refund your return postage up to **standard Second-Class rates**.  
Enhanced shipping options (First Class, Next-Day, courier alternatives) are personal choices and will not be reimbursed beyond the standard rate.

We will make the reimbursement without undue delay, and not later than:

- 14 days after we receive the returned goods, or
- 14 days after you provide evidence that the goods have been sent back.

Refunds will be issued using the original payment method.

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## 9. Conditions for Refund Adjustments

We may deduct from your refund if:

- promotional items were not returned
  - hygiene-restricted items were opened and not faulty
  - multi-packs were incomplete
  - the returned item shows signs of unnecessary handling beyond what is required to assess the fault
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## 10. Confirmation of Receipt

You will receive an email confirmation once your returned goods have been received and assessed.

Refunds will typically be processed within 14 days of this confirmation.