

# MISTRAL

Thank you for ordering with us!

However, if you want to exchange or refund your purchase please RETURN WITHIN 30 DAYS!

PLEASE COMPLETE AND INCLUDE THIS IN YOUR PARCEL

**NAME:**

**ORDER NUMBER:**

**POSTCODE:**

Please enter the details of your returned items below, stating whether you require a refund or an exchange:

(we are unable to exchange for a different colourway or garment):

<b>REFUND/ EXCHANGE (DELETE AS APPROPRIATE)</b>	<b>PLU</b>	<b>QUANTITY</b>	<b>SIZE REQUIRED (FOR EXCHANGE)</b>	<b>REASON (SEE BELOW)</b>
Refund/Exchange	000			
Refund/Exchange	000			
Refund/Exchange	000			
Refund/Exchange	000			
Refund/Exchange	000			
Refund/Exchange	000			

**REASON FOR RETURN:**

1. Too long      2. Too short      3. Too big      4. Too small      5. Faulty      6. Colour not as expected  
7. Not as appeared on the web      8. Ordered more than one size  
9. Arrived too late      10. Doesn't suit me

**IS THERE A PROBLEM WITH YOUR ORDER?**

If your item is faulty or you have received the wrong item, please email us before returning your garment. Please keep your proof of postage in case your returns arrive after the 30-day returns window has closed.

**PLEASE RETURN TO:**

Mistral Online Ltd c/o Torque, Wortley Moor Road, Wortley, Leeds, LS12 4JH

Thank you for shopping with [www.mistral-online.com](http://www.mistral-online.com)

Email: [info@mistral-online.com](mailto:info@mistral-online.com)

# RETURNS POLICY

We hope that you absolutely love your new Mistral clothing, and that it becomes a favourite element of your daily wardrobe!

However, don't worry if you are not 100% happy. You are protected by Consumer Contracts Regulations and we have made it as easy as possible to exchange or return your order.

If you have kept the form sent with your order, please fill this out and send it back with your parcel.

If you have lost this form - simply click on the returns form and label link at the bottom of this page, print and fill it out to send with the item you wish to return. **Please note that returns are not free and you will need to cover the associated postage costs yourself.**

## 30 Day Returns Policy

We have extended our returns policy! Any order placed has a 30 day return policy. Anything over this period is non-refundable. Your statutory rights are not affected.

**We recommend that you obtain a proof of postage from the courier, and preferably use a trackable service, as we cannot be held responsible for returned goods lost in transit. We are unable to complete any refunds or exchanges until the goods have been received back to our warehouse.**

Please return to **Mistral Online Ltd c/o Torque, Wortley Moor Road, Wortley, Leeds, LS12 4JH**

Please note that we cannot accept returns of:

- Products received over 28 days ago.
- Products that have been open or unsealed (other than where necessary to inspect).
- Products without original packaging or labels.
- Products or packaging in poor condition.
- Gift cards.
- Tights (due to hygiene reasons).
- Socks (due to hygiene reasons).
- Jewellery (due to hygiene reasons).
- Face masks (due to hygiene reasons).

**We cannot be held responsible for the return of non-refundable items.**

We will refund you as quickly as we can, but during the current pandemic please allow up to 4 weeks from the return of your parcel for the refund to be processed. Original delivery charges will not be refunded.

## Free Gift

If you have placed an order and received a free gift, should you then return the full order, without returning the free gift, you will be charged for the current sale value of the free gift.

## Monetary Discount

If a monetary discount was applied upon purchase the discount will be split evenly across all garments ordered if sent back for a refund.

## Online Returns via Stores

You can also return your online purchases via any Mistral store when they reopen if it is within the 30 day returns period. Stores cannot issue a refund or exchange, but they can return them to us at Head Office where the refund will be given – saving you the cost of return postage.

If returning via one of our stores, please return with a copy of your online invoice and ask for a receipt for your goods.

Please note, you can only return to a Mistral Store, not a Mistral stockist. To find our Mistral stores, please visit our website.

## Exchanges

If you decide you need a different size, no problem. Please clearly mark the size required on your returns form. Please allow up to four weeks for your item to be received and the exchange to be processed. Unfortunately, we cannot exchange for another garment.

**We recommend that you obtain a proof of postage from the courier, as we cannot be held responsible for goods lost in transit. We are unable to complete any refunds or exchanges until the goods have been received back to our warehouse.**

**Unfortunately, we cannot exchange international orders. If an item is sent back to us for an exchange, you will receive a refund.**

## Tights, Socks, Jewellery and Face Masks

Due to hygiene reasons, we cannot accept returns of any tights, socks, jewellery or face masks (unless, of course, they're faulty!). We know you'll understand!

## Returning an item paid or partially paid using a gift card?

If you paid for your whole order with a gift card; your order will be refunded onto the original payment gift card.

If you paid with a combination of payment card and gift card, we'll refund anything you paid for with your gift card first, and then refund any outstanding credit you are owed on to your original payment method.

## Faulty items?

Mistral takes pride in ensuring that our garments leave our warehouse in perfect condition, but occasionally accidents happen (and we can assure you, we're every bit as disappointed as you when they do!)

If one of your items is faulty, contact our customer service team at: [info@mistral-online.com](mailto:info@mistral-online.com). We will be able to advise you on how to return your faulty goods. We can't refund returns postage, but we will supply a postage paid label so that you can return a faulty item free of charge. Please be aware that faulty goods must be returned for a refund within 30 days of the date of purchase (2015 Consumer Rights Act).

## Issue with your order?

If you think you've received the wrong item or part of your order is missing then please contact our Customer Service Team at: [info@mistral-online.com](mailto:info@mistral-online.com)

## Items not as they appeared on the web?

At Mistral we try our best to represent our garments correctly, however due to the nature of image compression and colour settings on different devices there may be a slight colour deviation on some garment photographs. If you have any colour queries, please don't hesitate to contact us at [info@mistral-online.com](mailto:info@mistral-online.com).