

Ioma Services Group Limited (ISGL) Returns Policy

1) What can I return?

You can return any faulty, substituted or not as described item. You can cancel your contract within 14 days of receipt and have a further 14 days to return the product for a refund except:

- If the item has been worn or washed
- If the item is not returned in its original packaging with all hangers and labels intact
- If the item is marked with makeup or biro or animal hairs
- If the item is bespoke to your design or Embroidered or Printed
- ISGL cannot accept returns of garments that have been correctly personalised to your instruction with embroidery printing or made to your design.

Please obtain a “returns number” and return the goods with a completed returns form. These can be obtained from the customer service team @ sales@iomaclimbing.co.uk or sales@freemansindustrial.co.uk or sales@workuniformcompany.co.uk

2) When and how will I get a refund?

You’ll usually get your refund within 10 working days of our receipt of your package. We will either credit the card that you used to make payment for your item, or we’ll credit your account.

3) What is the returns address?

The address to send the return to is:

**Ioma Returns Dept,
Woodend Avenue, Speke, Liverpool.
Merseyside, L24 9WF**

4) Do you cover the postage fee for returned items?

If the returned items are faulty, substituted or not as described, we will cover the postage costs. If the items are just unwanted, we’ll refund the cost of the items, but not the postage costs after 14 days of receipt. Please call our customer service team on 0151 448 9000 or [email us](mailto:email_us) your request. We can also arrange for our courier to collect your package for a fee of £6.50+VAT.

5) I don’t have the Returns Form, what do I do?

Please [email us](mailto:email_us) your request, quoting your Account number and order reference, we’ll send you a copy of your returns form.