



Ioma Clothing Company Limited Returns Policy

1) What can I return?

You can return any faulty, substituted or not as described item. You can return any item that you are not happy with within 14 days of receipt except:

- If the item has been worn or washed
- If the item is bespoke to your design
- Ioma Clothing Company Limited 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 on 0151 448 9000 or sales@iomaclimbing.co.uk

2) When and how will I get a refund?

You'll usually get your refund within 5 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 Ioma 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. Please call our customer service team on 0151 448 9000 or 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?

Call our Customer service team on 0151 448 9000 or email us your request, quoting your Account number and order reference, we'll send you a copy of your returns form.