

# FAQ

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## Delivery & Shipping

### WHEN WILL MY ORDER BE PROCESSED?

Orders are dispatched from our warehouse within 1-3 business days. However, please note that during busy periods such as new launches and sales, dispatch may take up to 10 extra business days. We aim to dispatch orders placed before 3:30pm (Monday-Friday) on the same working day, provided your address details are complete and correct.

### HOW LONG DOES THE SHIPPING TAKE?

Shipping times vary depending on the shipping destination. After dispatching, our estimated shipping times are:

**UK** | 1-2 working days (Royal Mail Tracked 24) or 2-3 working days (Royal Mail Tracked 48)

Please note that these are estimates and can be subject to external delays. This is unfortunately out of our control.

### DO YOU SHIP INTERNATIONALLY?

Currently, we only ship to the UK. We're working on expanding our shipping options and hope to offer international delivery soon. Please subscribe to our mailing list to be notified when international shipping becomes available.

### UK Deliveries

Orders over £100 include complimentary delivery via Royal Mail Tracked 48.

### HOW CAN I TRACK MY ORDER?

Once your order has been dispatched, you will receive an email with the tracking details where you will be able to track your IFTIN order throughout its journey.

### MY ORDER IS LATE... WHAT DO I DO?

If your order hasn't arrived by the expected date, please check the tracking link in your dispatch email first - the courier may have attempted delivery or left your parcel in a safe location. For further assistance, contact [cs@theiftin.com](mailto:cs@theiftin.com) with your order number.

## **I HAVE NOT RECEIVED MY ORDER**

If your expected delivery date has passed and the tracking information doesn't clarify the situation, please contact [cs@theiftin.com](mailto:cs@theiftin.com) with your order number. We aim to respond to all enquiries within one working day, though response times may extend during busy periods.

## **Address Issues**

We recommend carefully verifying your delivery details before completing your purchase, as occasional delays occur due to incomplete addresses.

**Next-day delivery service:** Coming soon.

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## **Returns & Exchanges**

We carefully inspect and package every IFTIN order before dispatch. If you're not satisfied with your purchase, you have 14 days from delivery to request a return.

### **DO YOU ACCEPT RETURNS?**

Yes, we accept returns. Please note that merchandise is accepted for refund if returned in an approved and saleable condition within 14 days from when you received it. It must have all tags on, and be returned in all original packaging including ziploc bag, and be free from all make-up, stains and smells. It must also have not been washed or altered in any way. This is a strict policy as it is important to us that all members of our community receive their orders in great condition.

### **HOW DO I RETURN SOMETHING?**

Start your easy, quick returns process here: [\[Your IFTIN returns portal link\]](#)

Alternatively, email [cs@theiftin.com](mailto:cs@theiftin.com) with your order number for return instructions.

### **HOW LONG DOES THE RETURN PROCESS TAKE?**

After we have received your return, please allow 5-10 working days for it to be processed. Once approved, we aim to process your refund within 14 days. Please allow up to 14 days for funds to appear in your account after processing.

## **CAN I EXCHANGE MY ITEM FOR ANOTHER SIZE?**

We do not offer exchanges. Please return your item using the link above for a refund and place a new order.

Merchandise is accepted for refund if returned in an approved and saleable condition within 14 days from when you received it. It must have all tags on, and be returned in all original packaging including ziploc bag, and be free from all make-up, stains and smells. It must also have not been washed or altered in any way. This is a strict policy as it is important to us that all members of our community receive their orders in great condition.

## **THE RETURNS PORTAL WON'T LET ME RETURN MY ITEM**

If you're experiencing issues with the returns portal, please email [cs@theiftin.com](mailto:cs@theiftin.com) with your order number and we'll assist you directly with the return process.

## **DO YOU CHARGE FOR RETURNS?**

Delivery charges are non-refundable and we cannot cover return postage costs. However, there are no additional fees for processing returns.

## **HOW CAN I CHANGE/CANCEL MY ORDER?**

Please email [cs@theiftin.com](mailto:cs@theiftin.com) immediately if you need to change or cancel your order. After your order has been dispatched, unfortunately we will no longer be able to amend it.

## **WHAT DO I DO IF ONE OF MY ITEMS IS FAULTY?**

If you've received a faulty or damaged item, contact [cs@theiftin.com](mailto:cs@theiftin.com) immediately with your order number, receipt, and a photograph of the item. We'll address this as quickly as possible.

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## **Order Issues**

### **HOW DO I SPEAK TO THE CUSTOMER CARE TEAM?**

Contact our customer service team at [cs@theiftin.com](mailto:cs@theiftin.com) for any concerns regarding your order. Please include your order number in all correspondence.

**Customer service hours:** Monday-Friday, 9:00am-4:00pm

You can also reach us via our live chat function on the website during operating hours.

## Incorrect Items

We sincerely apologise if you've received incorrect items. Whilst we take great care when packing orders, occasional errors occur. Please email [cs@theiftin.com](mailto:cs@theiftin.com) with your order number, receipt, and a photograph of the items received, and we'll address this as quickly as possible.

## Order Amendments

Unfortunately, orders cannot be amended once placed. Please email [cs@theiftin.com](mailto:cs@theiftin.com) immediately if you need to change or cancel your order. After your order has been dispatched, we will no longer be able to amend it.

## Product Colours & Photography

We make every effort to represent colours accurately online. However, screen settings and display variations can affect colour appearance. If you require additional photographs in different lighting conditions, contact [cs@theiftin.com](mailto:cs@theiftin.com) and we'll provide these to assist your decision.

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## Vouchers & Gift Cards

### Purchasing Gift Cards

Select 'Gift Card' from our main navigation menu and choose amounts ranging from £10 to £100. Gift cards are delivered electronically via email - no physical card will be posted.

### Using Your Code

Enter your gift card or discount code in the designated field during checkout.

### Refund Policy

Gift card purchases are non-refundable.

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## General Information

### Sizing Guidance

**Scarves** Our current scarves measure 180 x 70cm, providing generous coverage and versatile styling options.

For personalised sizing assistance on any item, email [cs@theiftin.com](mailto:cs@theiftin.com) and our team will help you select the perfect fit. You can also consult our comprehensive Size Guide for more detailed measurements.

## **MY ITEM IS OUT OF STOCK. WHEN WILL IT BE RESTOCKED?**

Most of our styles are in very limited quantities and only released once. Please subscribe to our mailing list to be the first one to know when we launch new collections so you don't miss out. You can also monitor our website and social media channels for restock updates.

## **Placing an Order**

Browse by category using our main menu, or search for specific items such as 'printed scarves'. Select your chosen item, choose your size, and click 'buy it now'. Complete your delivery and payment details to finalise your order. We'll process and pack your purchase, keeping you informed via email throughout.

## **Why Shop Online for Modest Clothing?**

Shopping online for modest wear offers unparalleled convenience and choice. Browse our carefully curated collection of abayas, hijabs, and modest fashion at any time that suits you, without the pressure of in-store shopping. Explore detailed product descriptions, multiple images, and accurate sizing information to make confident purchasing decisions from the comfort of your home.

Compare different styles, fabrics, and colours at your own pace, read reviews from our community, and find that perfect piece for any occasion. Whether you're building your modest wardrobe or sending a thoughtful gift to a loved one, our online platform makes it effortless with discreet packaging and direct-to-door delivery.

## **Why Choose IFTIN?**

We understand that online shopping requires trust, which is why IFTIN is built on transparency, quality, and exceptional service. Every piece in our collection is carefully selected and inspected before dispatch, ensuring you receive only the finest modest wear in pristine condition. Our secure shopping platform protects your information, whilst our accessible customer support team is available via live chat and email to guide you at every step. We maintain clear communication throughout your entire shopping journey and thoughtfully package each order, because at IFTIN, you're not just a customer but part of a community that values quality, modesty, and care in every detail.

## **WHO DO I CONTACT FOR PRESS ENQUIRIES?**

Please email [hello@theftin.com](mailto:hello@theftin.com) for all press enquiries.

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**For all enquiries, contact us at [cs@theftin.com](mailto:cs@theftin.com)**