



HOW TO RETURN

1. First, please read our full Returns Policy on the reverse of this form before completing it. You should then clearly note below whether you would like a refund or exchange and **provide both a contact email address and phone number**. *[Your contact info will only be used if we need to get in touch about your return. Contact info is not retained for marketing purposes, and is destroyed after your return has been processed, in line with GDPR legislation].*
2. If you wish an exchange, please note the product name, colour and size required below. Exchanges can be made subject to stock levels – if we do not have the item you require, a member of our team will be in touch with you.
3. Items must be returned in their original packaging, with all labels attached, and we strongly advise placing boxes in a waterproof outer wrapping before posting; we are not responsible for any damage to items caused during transit back to us. **Don't forget to put this form in the package!**
4. Use the peel-off return address label which is attached to your invoice/packing slip, or address your package to:
CIORA Limited, Unit 40, Anniesland Business Park, Netherton Road, Glasgow, G13 1EU, United Kingdom

REMOVE THE PEEL-OFF LABEL WITH **YOUR** NAME AND ADDRESS FROM YOUR INVOICE, AND PLACE IT **HERE**

Your email

Your phone number

PLEASE REFUND

PLEASE EXCHANGE

EXCHANGE ITEM REQUESTED:

STYLE/PRODUCT NAME	
SIZE	
COLOUR	
QUANTITY	
ADDITIONAL COMMENTS	

Send my replacements in the same box please

Send me a new box please

PLEASE SEE REVERSE FOR FULL RETURN POLICY TERMS

RETURNS & EXCHANGES - UK

Full Priced Items purchased from Ciora may be returned within 30 calendar days of receipt for exchange or a full refund of item cost.

[Items purchased from 1st October until 31st December will be accepted for return or exchange up to and including the 31st January following.]

Full Priced Items may be returned up to 31-60 calendar days from receipt for exchange only.

Sale Items can only be returned for refund within 14 calendar days of receipt. Only the Sale price paid will be refunded if the Sale period has ended. We cannot process exchanges for Sale items, so if you wish another item after you have received your refund this must be purchased separately.

RETURNS & EXCHANGES - INTERNATIONAL

Any unwanted International (Non-UK) orders may be returned for full refund subject to the same terms and conditions in this policy. However, we regrettably cannot accept International orders for exchange. If you would like another item, this must be ordered separately. Original postage cost for International orders is also non-refundable.

RETURN POSTAGE

Items are returned at your own risk so we strongly advise that you obtain and keep a free-of-charge Proof of Posting Receipt if using standard Royal Mail services, or used a Tracked/Signed For service if using other delivery companies.

Return postage costs are non-refundable unless items are faulty. If a delivery service other than our Free UK Standard Delivery option was chosen at time of purchase, this is non-refundable for unwanted items which are returned to us.

NON-REFUNDABLE ITEMS / EXCEPTIONS TO STANDARD RETURNS POLICY

- Only items which are un-worn, un-used, in re-sellable condition and in original packaging with all labels attached will be accepted for exchange/refund. We cannot accept, refund or exchange items which are soiled, marked, damaged, show signs of wear on soles or insoles, or have animal hair or other debris on them, as we cannot re-sell items in this condition.
- Items which have been damaged during cleaning are non-refundable. Please read and follow our Care Instructions carefully, either on our website or on the leaflet enclosed with your product. If you would like further help or advice before attempting to clean your item, please contact us at info@ciora.co.uk – we'll be happy to help!
- Custom-made/Bespoke items are non-returnable unless faulty.

REFUNDS

Refunds will be processed within 3 working days of receipt of returned goods by us, and will be credited to the same payment card/method used for purchase. Once this has been completed you will receive a refund confirmation email from us (please monitor your Spam folder in case it arrives there).

EXCHANGES

Exchanges will be processed within 3 working days of receipt of returned goods by us, and will be sent back out to you **once** via our Free UK Standard Delivery option. If goods are returned for exchange a second time, your original order will be refunded and a new item must be purchased separately through our website. Once your refund has been completed you will receive a refund confirmation email from us (please monitor your Spam folder in case it arrives there).

DO YOU NEED NEW PACKAGING? As a company we strive to recycle as many of the materials we use as possible – this includes sending exchange/replacement items back to our customers in the original packaging whenever practical. If you do not wish us to do this (e.g. if the item has been purchased as a gift) and would prefer completely new packaging, please tick the box on the other side of this form.

FAULTY GOODS

We want you to be happy with your purchase, so at Ciora we check every individual item before packaging and dispatching it to you. In the unlikely event that any item arrives with you damaged, defective, or in error, **please contact us at info@ciora.co.uk before returning it to us.** The sooner you let us know of any problem, the sooner we can arrange a resolution for you.

A pre-paid, tracked Royal Mail return mailing label will be emailed for your use. If you are unable to access a Royal Mail PO point, please contact us at info@ciora.co.uk before dispatching your faulty item, as we will only refund alternative return postage service costs for faulty goods which have been agreed in advance.

Refunds for faulty items will be processed as above.

This does not affect your Statutory Rights.