

If faulty (4) or damaged (5), please give further information in the box below.

RETURNS INFORMATION

ENAKA has a 14-day return policy. Any returns must be shipped within 14 days of being received. Returned goods must be sent back in perfect original sale condition. Tags must not be broken. Items must be unworn. **The following items cannot be returned: Sale items, socks, underwear and gift cards.**

HOW TO RETURN YOUR ORDER

To make a return, please follow the below steps.

- **INFORM US** Send an email to customers@enakaclo.com with your order number, what items you'll be returning and the reason for your return. In case of exchange, please specify the size and color of the desired replacement item(s).
- **PREPARE YOUR PACKAGE** Print and fill out this returns form. Place the form, along with the item(s) you'd like to return, back in the original box (or other solid container). Seal it securely with tape.
- **SEND IT BACK** We recommend using a tracked DHL service when shipping any items back to avoid any issues, as we cannot be held responsible for anything lost or damaged in transit.
- **PLEASE NOTE** We can't refund your original or return shipping costs. In case of return, a restocking fee of 5 EUR may be charged to cover processing costs.

EXCHANGES

All exchanges are based on stock availability. If you wish to exchange an item for a different style, please return the item to us and place a new/separate order. Customers are required to organize and pay return shipping, however ENAKA will cover the shipping cost of the replacement item. The exchange items are sent out as soon as the returned goods have been received, processed and approved by our team.

REFUNDS

Upon receiving the returned item, we inspect the goods prior to processing the refund. Refunds are made to the original payment method and take 5-10 working days from processing to show up on your account. We can't refund your original or return shipping costs. In case of return, a restocking fee of 5 EUR may be charged to cover processing costs. The following items cannot be refunded: Sale items, socks, underwear and gift cards.