

DELIVERIES & RETURNS

UK CUSTOMERS

Standard Shipping for all UK customers: £3.99

Express Shipping within the UK: £8.99

INTERNATIONAL CUSTOMERS:

Standard International Shipping costs depends on package weight: £5.99 - £12.99

Express International Shipping : £16.99

RETURNS

We are happy to refund or exchange full price on **faulty items only** within 14 days of purchase.

Important Information on Returns:

If you wish to return your faulty item and receive a full refund on your purchase, items need to be posted/couriered back to us within 14 days of being received by you. Subject to stock availability, we can exchange items that are returned to us within 14 days of being received by you. Please advise us upon receipt of your purchase if you wish to a refund or exchange. Please note that all extra postage costs incurred in an exchange are payable by you and return of the new item is subject to us receiving the extra postage costs. Once this is received the new item will be posted immediately.

Returned items that have been subject to a free shipping offer and are being returned for a monetary refund not exchanged goods or a credit note will have our delivery cost deducted from the amount refunded. Please be aware of our shipping costs.

Returns of faulty items will only be accepted if the goods were faulty when delivered to you, we at HANGER take every effort to check your purchase thoroughly for any faults before sending them out to you. All items returned as faulty will be inspected on receipt and any items deemed to subject to fair wear and tear will not be accepted as faulty. We will replace a faulty item if a replacement is in stock and available. If you wish to be sent a replacement, please make your request clear when contacting info@hangerinc.co.uk about the fault. Returns of faulty goods must be returned to us within 14 days of being received by you.

In case we cannot offer you a replacement, you will have the choice of receiving a refund to the value of the item at the time of purchase. Please note refunds to

Debit/Credit Cards normally clear in one/two days. Refunds to Paypal can take up to 30 days and are subject to Paypal refund regulations.

Returns and exchanges received outside the above time frames will not be accepted. For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the products to us. Please be aware that international customs duties and sales taxes are not refunded for shipments outside the European Community (EC).

We will only accept returns provided that the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of delivery, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you. We will not accept returns for any non-faulty items that have been worn and/or tags removed. Please be aware that shoes must be returned with their original packaging, shoes returned without their original boxes cannot be accepted.

Upon receipt of an order, if any item has been delivered with no tags, you should notify us by email on the same day. We strongly advise all customers to check garments thoroughly upon delivery before removing any attached tags and before disposing of any original packaging.