

SETTS RETURN POLICY

Our return policy is an environmentally conscious option. If the customer wishes to return an item(s), they must then **print their return form**. Return shipping is paid by the customer except in the case of faulty garments. SETTS reserves the right to determine whether or not a return is eligible for free shipping.

We allow for a 28 day full refund, after delivery of your garments. Please properly fill in the return form or packing slip, as this helps us process your order in a timely manner.

How to return your clothing:

Go to <https://setts.eu/support/returns-and-repairs.html>, and follow the steps laid out on that page.

Please return the items to:

SETTS BV, t.a.v. SETTS Returns, Zijlweg 80-Rood, Haarlem, Netherlands 2013DK

Upon receipt of the garments, we credit your account with the balance through the original payment method. We try to do this within 14 days of receiving your return. Kindly note that during these uncertain times, there may be additional delays however much we try to avoid this.

Terms & Conditions

- You may return item(s) that are sold and fulfilled by www.setts.eu within 28 days of delivery for a (full) refund of your garments.
- The items(s) should be intact with the original labels attached.

- The return form must be properly completed for the return to be accepted.
- The product should not show marks of being worn, such as stains, smell and use damage.

Note: Items can be returned within the right to cancel but returning them in such condition might include compensation for lost value by the customer.

*The obligations in our Terms & Conditions aren't essential requirements to effectively exercise the right to cancel.

Can I exchange an item?

It's not possible to directly exchange an item. In that circumstance, please follow the same procedure as returning. Return the item previously purchased as indicated above, send it back and order a new item.

When can I expect my refund?

Upon receipt of the garments, we credit your account with the balance through the original payment method. We try to do this within 14 days of receiving your return. Kindly note that during these uncertain times, there may be additional delays however much we try to avoid this.

Right to cancel

You have the unconditional right to cancel this contract within 14 days. 14 days after the conclusion of the contract, the cancellation period expires. In the case of cancellation, you must inform SETTS in a clear manner by email to support@setts.eu. Provided your communication was sent before the 14 day period is over, this will be sufficient.

Upon cancellation

Upon cancellation, we will reimburse to you all payments received. We will do this without delay and not later than 7 days from the day upon which we were informed of your cancellation of contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly

agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

In the case of bespoke alterations/customizations

Please note that if a customized product is ordered, the right to return/refund is determined by SETTS and may not always apply. In some cases this may result in a return not being accepted.