



Igor & James – Return Policy

Returning

- 1.1. Items must be returned within 30 days from the day you've received your order, transit times **not** included within this time.
- 1.2. Items must be sent back with a returns form including your order information, without the returns form we cannot identify the customer and not give a refund. You can download the form here ([link](#))
- 1.3. Items can be changed for a different item of the same amount as your purchase, otherwise you will be refunded and need to place a new order.
- 1.4. All items are thoroughly inspected before any action is taken.
- 1.5. Returns can take up to 14 working days to process.
- 1.6. Any items purchased at **Sale** can only be returned for a like-for-like product, we will not be able to provide a refund.
- 1.7. If the item you have requested in exchange is unavailable, a refund will be processed
- 1.8. Shipping cost are non-refundable
- 1.9. The returned parcel is the customers responsibility up until Igor & James has acknowledged that the package has been received into our warehouse.

Item condition

- 2.1. Items must be unworn and unwashed with labels, in its original package (no distinct odours, signs of wear etc.) - if the returns item fails this test, they will be returned back to you.
- 2.2. Underwear or socks for hygiene reasons cannot be returned, **no exceptions** made.
- 2.3. Items covered in animal/human hair will **not** be accepted

If any item returned breaches any of the terms outlined in this policy, we reserve the right to return the item back to you in the same condition it was received in, there will be **no** refund.



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Contact Information

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