

Refund Policy

We're sorry to hear that you're not happy with the item you received. We aim to provide our customers with products of the highest standard and quality and want to help you resolve this as soon as possible!

Please note: unfortunately, we cannot offer returns or exchanges for products that have personalisation added to them, or Pre-Order products as these are custom, made-to-order, unless what we have supplied is not what has been ordered and approved for processing, or unless the product supplied to you is deemed faulty.

Quality of Item

We understand that online shopping can be tricky as you can't physically feel or see the item prior to purchase. You can always return it back to us if you're not happy with the quality as long as the item is: -

- In it's original packaging with product tags intact
- Unworn, unused, unwashed and in its original condition
- Original receipts would need to be included
- Returned within the 30 days of purchase.

If none of the above conditions are met, we regret to inform that we are unable to process any claims for exchanges or refund regardless that the items have been mailed back to us.

Faulty Items

If you've experienced a fault with your item, please [Contact Us](#) so we can provide you with the relevant returns form for your product.

You can help us resolve this for you faster by providing us with a couple of photos showing the defect/fault with your initial inquiry.

Returns Process

If you would like to take your online purchase to the school uniform shop/Belgravia uniform shop, please also take the original invoice you received via email. Use our **Store Locator** to find Belgravia uniform shop addresses and opening hours.

If you cannot make it to the Belgravia uniform shop, please take order & original invoice to school reception and provide information on refund or

exchange.

*Please note, this process can take up to one week based on couriers.

Alternatively, you can post your order & original invoice with information on refund or exchange via a trackable courier to the Belgravia uniform shop address

OTHER TERMS & CONDITIONS

1. Our returns and exchanges policy does not cover damage resulting from unique, accidental, or random damage that is the result of use by you or wear and tear of a product.
2. If any of the products received are deemed defective or a wrong shipment, Belgravia Sports Apparel will bear the cost of shipping the item(s) back to you.
3. All exchanges are subject to stock availability and whilst we endeavour to ship a replacement item(s) back to you, we reserve the right to complete a refund should the product not be available.
4. No refunds will be given for taxes, duties, tariffs, and excise charges levied for overseas orders either for refunds or exchanged items.
5. Any refunds will be credited against the original payment method. Please allow 1-7 business days for the credit to appear on your statement.
6. All items that are returned and exchanged, can only be made once.
7. We cannot return or exchange products that have been personalised or made-to-order as outlined on the collection pages for such range.
8. We reserve the right and full discretion to disqualify you from enjoying free returns if the subsequent item(s) for return or exchange are of the same item(s) as a previous order.

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