



## RETURNS/EXCHANGES/REFUNDS

### RETURNS

- You have 14 days from the day of delivery to request a return an item to us for a refund and a further 14 days to return the item
- We don't accept returns for items after the relevant returns period of 14 days
- To be eligible for a return your item must be in the same condition that you received it, unworn or unused and in its original packaging
- To obtain the returns label, please complete the returns request form, [HERE](#), if you have checked out as a guest, please email [returns@wildthang.co.uk](mailto:returns@wildthang.co.uk) - with reasons for your return, ensure that you state your name and order reference (we cannot assist without the order reference). If your return request is accepted, instructions on how and where to send your package will be sent via email.
- Items sent back without first requesting a return will not be accepted.
- You are responsible for returning the goods to us if you want a refund or exchange. If a mistake has been made at our end (e.g. a wrong or faulty item has been sent) or if an order is lost in transit, we will of course resend the goods at our own cost or offer a full refund. We are not liable for any loss or damage to goods that are returned to us so, if this occurs, it will invalidate your eligibility to a refund, and as such, we recommend sending it as either a recorded or tracked delivery. In this instance, please contact us via (insert contact us link for page) detailing the issue and providing images.
- Please note that we cannot accept any returns hand delivered, please ensure that they are all sent via delivery.

### REFUNDS

- The refund will be issued to your original payment method
- If you have since closed the account, your bank will be able to assist in claiming the refund, we are unable to refund to another card. Please reach out to your bank directly
- We aim to process your refund within 5 working days of receiving your return
- Your refund will be processed after we receive your goods and can take 5-10 working days to show on your card/bank statement. Please allow up to 28 days for international
- You can always contact us with any additional questions at <https://www.pokerstars.store/en/contactus>
- We reserve the right to refuse a refund if goods are not returned in a saleable condition or are damaged.

### DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Please contact us <https://www.pokerstars.store/en/contactus>

Photographic evidence will be required

### EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned, like custom products (such as special orders or personalised items). Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items, unless they are damaged and not stated as damaged or gift cards.

#### **FREE GIFTS**

If you purchase an item that qualifies you to receive a free gift and choose to return the order, you must return the free gift as well, otherwise your refund will be processed minus the value of the free gift