

## Webshop Returns Policy

If you would like to return an item you have received from us, please place our returns labels on your package. We have sent you a resealable bag/ box, so no extra resources or costs are required to send off your parcel.

Please send the item back to us in the same condition as it was sent to you. All returns must have the original labels and be in a resalable condition. Clothing items must not have been worn or washed.

If you did not receive a label, please email us on [club@attagirls.co.uk](mailto:club@attagirls.co.uk) and we will get one sent to you at the earliest convenience.

All returns must be made within 21-days of your delivery date. No refunds will be given if the product is returned after 21-days however a gift voucher will be issued for the equivalent amount.

We aim to refund your order into the original payment account within 7-days of receiving your returns package.

We do not accept liability for any returned orders lost during shipping. Specific delivery instructions are at your own risk.

If you have any further questions regarding your returns, please email us at [club@attagirls.co.uk](mailto:club@attagirls.co.uk) and we will do our best to help you.

Faulty products:

All of our products are quality checked by our British manufacturers and then again by our packaging and postage team.

In the rare situation that a product arrives faulty, we require immediate photographic evidence along with a detailed report which should be sent to [club@attagirls.co.uk](mailto:club@attagirls.co.uk).

Each claim will be looked at separately however we aim to refund or replace faulty items within 14-days of your initial complaint.