

Exchanges and Returns

If you are not satisfied with any of our mail order goods, please return them within 7 days of receipt at your own cost and we will exchange them or refund your money - whichever you prefer. Please print off and fill in the form below. Return address is Returns Dept. Tailored Casuals, 6 Bainbridge Close, Richmond, Surrey, TW105JJ, England. This does not affect your statutory rights. Exchanges will be sent out by second class Royal Mail unless you request and pay for an alternative service.

All exchanges from outside United Kingdom must be pre-authorised by us and packages must be marked as 'RETURNED BRITISH GOODS' & 'NO VAT OR DUTY DUE' in order to avoid taxes. We reserve the right to deduct customs duty or clearance fees incurred by us from international returns. If you have any complaints or queries please contact us by e-mail us at info@tailoredcasuals.com. We guarantee to answer all queries within 2 working days, although the majority will be answered instantly. We also value and welcome all criticisms or suggestions from our customers. Please note all returned goods must be in an unworn re-saleable condition with the original packaging.

Shipping Policy

Tailored Casuals insures each purchase during the time it is in transit until it is delivered to your specified delivery address. We require a signature for any goods delivered, at which point responsibility for your purchased goods passes to you. If you have specified a recipient who is not you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfillment by Tailored Casuals, and transfer of responsibility in the same way. Please note that we aim to dispatch all orders within 48 hours. Estimated delivery times are to be used as a guide only and commence from the date of dispatch. Tailored Casuals is not responsible for any delays caused by destination customs clearance processes.



RETURNS FORM

If you would like to return an item(s) please do so within 7 days for a full refund.

Simply fill in the form below and send to:

Returns Dept. Tailored Casuals

6 Bainbridge Close, Richmond, Surrey

TW105JJ

England.

ORDER NUMBER:.....

NAME:.....

REASON FOR RETURN.....

REFUNDS WILL ONLY BE GIVEN TO THOSE ITEMS RETURNED UNWORN IN THEIR ORIGINAL PACKAGING WITHIN 7 DAYS OF PURCHASE. ALL GOODS BEING RETURNED BY POST SHOULD BE POSTED AT A POST OFFICE. PLEASE ENSURE THAT A 'PROOF OF POSTAGE' IS RECEIVED FROM THE POST OFFICE COUNTER. TAILORED CASUALS WILL NOT BE HELD RESPONSIBLE FOR ITEM(S) THAT FAIL TO REACH US.

FOR FULL TERMS & CONDITIONS PLEASE VISIT WWW.TAILOREDCASUALS.COM