

# Cancellation, Return & Refund Policy



## **BUYING**

Due to the second-hand nature of the products listed on Derivative Leotards, we have limited capability to provide refunds and returns on purchases. We advise you make use of all the information available to you before placing an order.

In unforeseen circumstances, any party (the seller, Derivative Leotards, or the customer) has the right to cancel the order prior to posting/collection and are entitled to a full refund if necessary.

If you did not receive the item, or they are not as described, you have 14 days from your actual or last estimated delivery date to contact us about the issue. You then have a further 14 days to return the goods once you have notified us of an issue.

*We do not have to refund/accept returns if:*

- It is the wrong size
- The customer knew an item was faulty when they bought it
- The customer damaged an item by trying to repair it themselves/getting someone else to
- They no longer want the item

## **HIRING**

If you wish to cancel a booking, please contact us via phone or email as soon as possible.

For cancellations *more than 28 days before* the hire start date, you are entitled to a full refund less a £10 admin fee to cover the processing time associated with your booking.

For cancellations *14 days or more before* the hire start date, you are entitled to a refund of the full postage cost and half the hire charge, less a £10 admin fee to cover the processing time associated with your booking.

For cancellations *less than 14 days before* the hire start date, providing we have not yet purchased postage for your booking, you are entitled to a refund of the full postage cost only. Hire charges for bookings within this period are non-refundable.

*Once the items have been shipped* (up to 4 days before the hire start date), defects or deficiencies notwithstanding, the customer agrees to pay the full hire and courier charges for said booking.

Refunds for early return of the items will not be given.