

## The Heights Online Uniform Shop - Refunds Policy



If the item of dancewear you have received is unsatisfactory, please refer to our exchange/refund policy below.

Where an item of dancewear is ill-fitting, we will happily replace it with a different size of the same product. Where an item is faulty/defective, we will replace it with new stock from our supplier - if this is not possible we will then offer you a refund. Please inform us as soon as possible following the arrival of your order if you require an exchange. Exchanges/returns will only be available for 30 days following the arrival of your order.

### **Please note the following exceptions to our return and exchange policy:**

- Returned items must be returned in original packaging
- Returned items must have no visible signs of wear or use
- We cannot accept returns for items of underwear for hygiene purposes.
- Personalised items (i.e. those that include your child's name) can only be exchanged if they are faulty/defective.

### **To initiate a return or exchange, please complete the following steps:**

1. Email [heights4dance@yahoo.co.uk](mailto:heights4dance@yahoo.co.uk) with the subject 'Uniform Order - EXCHANGE REQUIRED'. You must include details of the exact item that you require an exchange for, the replacement size you require, and the reason for your return (e.g. faulty, too small, too big, etc)
2. Bring the item in question to your child's next dance lesson and hand to a member of staff. Please make sure you include a note stating that is to be exchanged and your child's name.

### **Additional Information:**

We will do our best to replace your item as quickly as possible but this is dependent on the stock levels and shipping processes of our supplier. Once delivered, your new item will be given to your child at their next lesson, or to you at pickup/drop off.