

This Policy applies to products bought from Ecco unltd itself.

Certain parts of this Policy do not apply to Unboxed Deals or used products, and this is indicated in the relevant sections below. Unboxed Deals are returned products that are offered for sale at discounted prices, because their original packaging is damaged, unsealed or missing, or the products show signs of handling and/or re-packaging.

This Policy forms part of the Ecco Unltd. Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.

Preparing your products for a return

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- package your products safely and securely for protection during transit;
- clearly mark your return reference number on the outside of the parcel;
- Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

1: Unwanted products

You can return an unwanted product to us at no charge, provided:

- it is **undamaged and unused**, with the original labels and stickers still attached;
- save in relation to Unboxed Deals and used products, it is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable).
- it is not missing any **accessories or parts**;
- you log a return on the Website **within 30 days** of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective;

We will collect the product from you at no charge. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

Want to exchange?

Fashion and sportswear products can be exchanged for a different size or colour variation, provided that such variation is available. If such variation is not available, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

We are entitled to inspect the product to validate your return.

Not what you ordered?

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any accessories or parts, you will need to follow the process set out in section 2 below. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product.

2: Products damaged on delivery

Should a product be damaged at the time of delivery / collection, **please notify us within 7 days** of such delivery / collection by logging a return on the Website. We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible (if such repair is possible/ we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).