

être cécile

p r e s q u e p a r i s i e n n e

RETURNS PROCEDURE

You must obtain a Returns Authorisation code (RA code) by emailing returns@etrececile.com within 14 days of receiving your item. This RA code must be filled in on the returns form.

Please return your item and the returns/exchange form (delivered with the goods) within 14 days of receipt of the goods. We will give you a full refund or exchange* within 30 days of you returning the items. Please note that shipping fees will not be refunded.

*This excludes international orders, which are eligible for returns only.

Returns Address:

Etre Cecile Returns
c/o Savino Del Bene
610 River Gardens
North Feltham Trading Estate
Feltham
TW14 0RB, United Kingdom

RETURNS POLICY

All items must be returned in an unworn (suitable for resale) and unwashed condition with the returns form, packaging and swing tag still attached. All un-damaged, correctly returned products will be credited to the original credit card used for purchase, including sales taxes for all EU country shipments.

We are able to exchange items for UK based customers only. Exchanges are free of charge. Please follow the exchange procedure paperwork found in the package. Please print 'exchange' where requested.

We strongly recommend you obtain a free 'Certificate of Posting' from the Post Office, as we will not accept responsibility for any parcels lost in transit. International customs duties, shipping costs and sales taxes are non-refundable for shipments outside the European Community (EU).

FAULTY GOODS

If your product is faulty, please follow the instructions as above for returns. Products returned to us by you due to a defect will be refunded in full, including a refund of the delivery charges and any cost incurred by you in returning the item to us. In the event of a fault, please follow the general returns procedure, and define the item as Faulty (reason C). Goods are faulty if they are received damaged or where a manufacturing fault occurs. Items that are damaged as a result of normal wear and tear will not be considered faulty and will be returned to you with no refunds issued.

If you would like to exchange a faulty item instead of obtaining a refund, please be aware that it can only be replaced for the same product in the same size, subject to availability. Where possible, we will offer to repair faulty items. If it cannot be repaired or the same product is not available, you are entitled to a full refund.