



# RETURNS POLICY

Last updated September 2020

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Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange.

## RETURNS

All returns must be postmarked within 28 days of the dispatch date as on proof of postage. All returned items must be in be in new and unused condition, with all original tags and labels attached.

## RETURN PROCESS

To return an item, please email customer service at [info@wetwetwetswimschool.co.uk](mailto:info@wetwetwetswimschool.co.uk) with RETURNS as your subject heading to obtain a Return Merchandise Authorization (RMA) number. After receiving an RMA number, place the item securely in its original packaging and include your proof of purchase/and the return form provided, and mail your return to the following address:

WetWetWet Swim School  
Attn: Returns  
RMA # [your number]  
118 Nevill Avenue,  
Hove, Sussex,  
BN3 7ND

**Please note, you will be responsible for all return shipping charges.** We strongly recommend that you use a trackable method to mail your return. We cannot be responsible for items mislaid in the postal system.

## REFUNDS

After receiving your return and inspecting the condition of your item, we will process your refund/exchange. Please allow at least 10 days to process refunds / exchange days from the receipt of your item. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. Refunds will be processed via Stripe unless you request a bacs refund (if the latter, please provide the relevant bank info. We will notify you by email when your return refund / exchange has been processed.



## EXCEPTIONS

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

### **Please Note**

- Sale items are FINAL SALE and cannot be returned.
- Please refer to our latest Terms & Conditions on [www.wetwetwetswimschool.co.uk](http://www.wetwetwetswimschool.co.uk) for refunds / credits if applicable re swim lessons.

## QUESTIONS

If you have any questions concerning our return policy, please contact us at:  
01273388247 - customer service phone number  
[info@wetwetwetswimschool.co.uk](mailto:info@wetwetwetswimschool.co.uk) - customer service email