

ALEX EAGLE

WANT TO RETURN AN ITEM?

1. Please complete the required details in this form and ensure the item is unworn, in a re-saleable condition, this must include all original tags and packaging attached and accompanied by the original sales receipt sent to you in the package. Please note that sale items with a discount of 60% or more are final sale and cannot be returned.
2. Pack the items safely and attach the DHL pre-paid returns label included in your parcel to the outside of the box.
3. Call DHL to arrange a pick-up or drop-off the parcel to your closest DHL pick up point.
4. If the item/s returned meets our return terms, the total sum debited from your original payment method for the item/s will be refunded to your account as soon as the goods are received and processed, excluding the initial shipping cost. Please allow up to 7 business days upon receipt for this process. Please read our terms for further information or email us at online@alexeeagle.co.uk.

Order No.

Please add your order no. as shown on invoice.

Product name, size and quantity

Please add product name and size as shown on your invoice.

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General T&Cs: You have the legal right to return your order within 14 working days of receipt of the goods. In this case, any sum debited from your credit or debit card will be re-credited to your account as soon as the goods are received and processed, excluding the initial shipping cost. If you want to cancel your order, you will need to follow the procedure set out below within the fourteen days. Before placing an order with alexeeagle.co.uk you must have read and agreed to these Terms and Conditions. If you are unhappy with any aspect of these, then you should contact our customer service via email at online@alexeeagle.co.uk before placing your order with us. Alex Eagle Studio will offer a refund provided that the products are returned unused, unworn, unwashed, unaltered, in perfect and saleable condition, with all original tags and packaging attached and accompanied by the original sales receipt. Please note that sale items with a discount of 60% or more are final sale. We cannot accept returns of personalised or special-order items. Please note that you have a legal obligation to take reasonable care of the items while they are in your possession and we hold the right to deny returns if the merchandise returned does not meet our policy requirements. Alex Eagle Studio is not responsible for duty reimbursement in the case of international purchases. We cannot accept responsibility for parcels lost in transit. Alex Eagle Studio will cover the return costs for faulty items or items that are damaged in transit to you in which case you should contact online@alexeeagle.co.uk with photographic evidence. In the case of damage incurred during shipment, we must be notified within 48 hours of delivery in order to process the return. Please note that the brands listed here are subject to the VAT margin relief scheme and VAT paid to us is not claimable. The scheme applies to sales where VAT is liable but not applicable for sales outside of the EU, as they are not subject to VAT: Alex Eagle Vintage, Beau-Traps, Caroline Popham, Christabel Blackburn, Edward Orlik, Fee Greening, Judy Wheaton, Naaki Kawano, Oscar Piccolo, Rob Wyn Yates, Robert Eagle Fine Art, Theo Penrice, Trisha Hayman, Venetia Berry.