



## The King's College Uniform Shop Returns Policy

Effective from 1 January 2025, The King's College will require proof of purchase for all eligible returns. To ensure a smooth return, please retain your proof of purchase for any future returns.

If you wish to return an item due to a change of mind. The King's College offers the following options for your convenience: a full refund of the original amount, an exchange, or a credit to your uniform shop account, provided that:

- The item(s) are returned within **60 days** of purchase, or within **180 days** if you are a current parent of The King's College.
- You present the **original receipt** or sufficient proof of purchase.
- The item is in **resalable condition**, meaning it must be unworn, unused, and in its original packaging with tags intact.

In the case of faulty items, such as school bags or clothing, returns will be handled at the discretion of the supplier.

### Exclusion to Our Return Policy

The following items are not eligible for return:

- Hosiery, stockings, and tights – returns will not be accepted under any circumstances.
- Items that have been worn or personalised (e.g. names items) may not be returned, unless faulty, and even then, this will be at the supplier's discretion.

We appreciate your understanding and cooperation in ensuring that the return process remains straightforward for all.