

Returns Policy

All our orders are checked thoroughly and packaged with due care before dispatch. From time to time you may wish to return your item, please read carefully everything below outlining our returns policy.

Under the UK Distance Selling Regulations, you are entitled to cancel your order within 7 working days of delivery for a full refund. To qualify for a full refund, you must notify us in writing or by email that you wish to cancel your order, clearly stating the order number and item you wish to return. This written notification must be received by Nicholas Deakins within the 7 working day time-period. We cannot accept notification by telephone as an official intention to return.

If you do wish to return an item for a refund or exchange, please email us at store@nicholasdeakins.com clearly stating your return intentions as well as the original order reference number. After you have notified us of your return, you will have a further 7 working days to ensure the return arrives back to Nicholas Deakins in original condition, unworn and complete with all original tags and labels. Any item received back outside of 28 days will not be accepted as a return and will be delivered back to the customer.

You must ensure that the goods are well packaged so that they are not damaged in the post on return. This includes no damage to any packaging related to the product. Please also make sure that the item is sent via a tracked / insured service as Nicholas Deakins cannot take responsibility for items lost in transit on returns.

Sale items We will be happy to offer a exchange for any unwanted Sale items, provided the items are re sale-able with all tags attached. You **MUST RETURN** within 28 days of dispatch date .

In the event of faulty goods, they may be returned to the manufacturer

Also please make sure you mark 'RETURNS' on the package as we cannot be held responsible for any Customs charges that occur during a return.

Nicholas deakins are not responsible for the cost of returning an item, however if your item returned was genuinely faulty * or sent to you in error, we will reimburse you in full, including any shipping costs incurred by you.

Please note, with regarding exchanges, providing the returned item is in an acceptable condition to us, we will provide 1 exchange free of charge (no shipping fee) for orders made within the UK mainland, However, if the exchanged item again needs exchanging, we reserve the right to charge the full shipping fee again. All EU (including Northern Ireland) and Worldwide orders will occur a shipping fee for item/s that that need exchanging. Our policy of 1 free of charge exchange is not applicable when we are running a free shipping promotion or discount code/s have been used – any exchange here will be charged the full shipping fee.

Please Note Refund timescales may vary so please allow 10 working days for the refund to appear on your credit card or bank statement.

*** Leather imperpection do not constitute a manufacturing fault, this is due to leather being a natural hide and imperpection will occur.**

ORDER NUMBER

CUSTOMERS NAME

REASON FOR RETURN

I WOULD LIKE A:

☐

REFUND

☐

EXCHANGE

EXCHANGE ITEM:

EXCHANGE ITEM SIZE:

RETURNS, POSTAL ADDRESS:

**Nicholas Deakins Returns Dept,
CROWN HOUSE, 94 ARMLEY ROAD, ARMLEY, LEEDS, LS12 2EJ, UK**

CONTACT NUMBER:

0113 8346070