

Returns Policy

At *etika*, we're happy to accept returns on garments provided the following conditions are met:

- Items must be returned in their original, unworn, and unwashed condition, with all labels still attached, within **21 days of purchase** (unless faulty).
- Returned garments must be in the same condition as when received.
- Personalised items (e.g., those with a name added) **cannot be returned** unless the item is faulty.

To return an item, please download and complete our [Returns Form], then send the garment(s) back to us. We strongly recommend obtaining **proof of posting** from your Post Office. *etika* cannot be held responsible for returned items that do not reach us and for which proof of posting is unavailable. In such cases, customers must pursue compensation through Royal Mail.

For items sent incorrectly, please return them with a note explaining the issue, and re-order the correct item via our website or by phone. Once we receive the returned item(s), we will send you a confirmation email, and a refund will be processed within **3 working days**.

Please allow **up to 21 working days** from the date we receive your return for a credit to be applied to your account or for a refund to be issued.

Any worn items returned for inspection must be washed and clean. Faulty items returned within **3 months** of purchase will be assessed. If a manufacturing defect is found, we will either replace the item on a like-for-like basis or issue a full refund. Items returned after 3 months will be evaluated at *etika*'s discretion.