



## **TIRED Movement CIC**

# **Customer Returns and Refunds Policy Version 1.0**

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**Updated by:** Amy Gibson

**Status:** CURRENT

**Approver:** Laura Grant





## Foreword

This document is intended to be used by employees within TIRED Movement CIC who are associated with this process and/or policy and customers to TIRED Movement.

This policy has been approved by:

Name	Signature	Title	Date
Laura Grant	L.Grant	Co-Director	28.05.2021



## Version History

Version ref.	Author	Date	Process ref. changed
1.0	Laura Grant	28.05.2021	New document



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### TIRED Movement Returns and Refund Policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.



To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you must contact us at [info@tiredmovement.com](mailto:info@tiredmovement.com) with your Name, Postcode, Order Number and Reason for Return.

Once your request has been processed, please place your returned items in their original packaging. You will then be advised how it can then be returned.

Please note, we will not be able to process your return without you contacting us first. Items sent back to us without first requesting a return will not be accepted.

All returns will need to be sent to the following address:

The Fulfilment People

TFP House

Brunel Drive Industrial Estate

Newark

NG24

2DE

You can always contact us with any return question at [info@tiredmovement.com](mailto:info@tiredmovement.com).

Once your return has been received by our warehouse, we will inspect the returned item(s) and accordingly process your return request. Returns will be processed within 14 days of receiving your returned goods. This is in line with the Consumer Contract Regulations 2014. The account holder will receive a confirmation email once the refund is processed.

At present, we do not offer gift receipts. If an item was received as a gift and the recipient would like to return the item for a refund, the refund will be made to the original order payment method. An email confirmation will be sent to the person who made the original purchase.

### **Consumer Contract Regulations Policy**

The Consumer Contracts Regulations Policy gives you the right to cancel an order from the moment you place it. Your right to cancel ends on the 14th day from when your goods are delivered to you, your nominated neighbour or your designated safe place.

You are also given the right to cancel an order at the point of sale. You must email [info@tiredmovement.com](mailto:info@tiredmovement.com) in the immediate instance. Then we can arrange for your order cancellation. If your order has been shipped or is in transit you will not be able to cancel it before it reaches you. In this case, you should return your items by following our **Returns and Refunds Policy** instructions.



The cost of return and care of the goods are your responsibility until they reach us, therefore we recommend for security purposes that you insure the parcel for the value of the goods and retain your Proof of Postage Receipt.

The reimbursement will be credited without undue delay to the purchaser's original payment method within 14 days of receipt of the returned goods.

Please note: your right to return products does not apply to goods made for your specification, that have been clearly personalised or have not been reasonably cared for whilst in your possession.

### **How To Make A Return**

To make a return, please kindly contact our customer care team by emailing your Name, Postcode, Order Number and Reason for your Return to [info@tiredmovement.com](mailto:info@tiredmovement.com).

Once your request has been processed, please place your returned items in their original packaging. You will be advised how it can then be returned.

Please note, we will not be able to process your return without you contacting us and completing this form.

### **Late Returns**

Your item(s) should be sent back to us within 30 days of receipt as per the TIREDD Movement Customer Returns and Refunds Policy. Returns made outside of this timeframe may not be accepted and may be returned to the customer.

If you wish to get in contact with us regarding a return, please note that we ask our customers to allow at least 14 days for their return request to be processed from the date it has been received at our warehouse. You will receive an email once your return and refund has been actioned.

Please contact us at: [info@tiredmovement.com](mailto:info@tiredmovement.com) if you have any queries regarding your return and refund.

### **Order Cancellation**

The customer has the right to cancel an order from the moment they place it. Your right to cancel ends on the 14th day from when your goods are delivered to you, your nominated neighbour or your designated safe place.

We are unable to cancel your order once it has been processed and/or dispatched from the warehouse. Instead, we request that once you have received your order you complete a return of



your order by following the instructions under our Returns and Refunds Policy: How To Make A Return.

Please contact us at: [info@tiredmovement.com](mailto:info@tiredmovement.com) if you require customer support.

### **Damages and Issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Please be assured we do thoroughly inspect all of our products before shipping to ensure the highest possible standards. However, if for some reason the item(s) you have received are damaged or have a clear manufacturing fault, please contact us immediately.

Any item(s) returned as faulty will be inspected by our Garment Technician. Any item(s) that are returned damaged as a result of wear and tear will not be considered as faulty and will be returned back to the customer. Examples of wear and tear are item(s) that are returned soiled, marked or with any stains or perfume odours, material that contains fabric pulls, snags or bobbles or garments washed incorrectly.

Please contact us via email at: [info@tiredmovement.com](mailto:info@tiredmovement.com) if you have experienced a manufacturing fault, damage or issue with any of our products to discuss your options prior to processing any type of return.

### **Exceptions / Non-returnable Items**

Certain TIRED Movement products will not be accepted upon return if in an unfit state.

We do not accept the return of items that show signs of use (for example, items that are dirty and/or stained).

Please get in touch if you have questions or concerns about your specific item.

### **Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item. The most common circumstance and example for an exchange is if the customer has mistakenly ordered the wrong size or would simply like to change the size of their product.

**European Union 14 Day Cooling Off Period**  
Notwithstanding the above, if the merchandise is being shipped into the European Union, you have the right to cancel or return your order within 14 days, for any reason and without a justification. As



above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

### **Refunds**

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too. If more than 15 business days have passed since we've approved your return, please contact us at: [info@tiredmovement.com](mailto:info@tiredmovement.com).

### **Contact Information**

Website: [www.tiredmovement.com](http://www.tiredmovement.com)

Email: [info@tiredmovement.com](mailto:info@tiredmovement.com)

Telephone: 0115 993 2350

Return address: TIRED Movement c/o The Fulfilment People, TFP House, Brunel Drive Industrial Estate, Newark, NG24 2DE

