

Returning an unwanted item?

We totally understand that sometimes you are going to need to return an item – sometimes something just doesn't work for you, and you want your money back. If an item is still in its original condition, we accept returns, subject to the rules below, including rules about fair use. None of these affect your statutory rights.

If you return an item requesting a refund this must be done within 14 days of receipt of purchase, we then allow a total of 28 days to return the items for a full refund. Providing it's in the same condition as it was delivered! Refund will be issued using your original payment method.

As a small business we must insist that you cover the return fee's yourself we then aim to refund you within 14 days of receiving the returned item.

If you request a refund for an item during the above timeframes but you can't return it to us for some reason, please get in touch – but any refund will be at our discretion and may only be offered in store credit.

Please note that this policy only applies to our online platform.

After that?

We **do not** accept returns for unwanted items after the relevant returns period above. If you try to make a return, we may have to send it back to your default delivery address and ask you to cover the delivery costs.

Return Address

Thread Harbour Clothing Ltd – 71 Mansel Street, Port Talbot, SA13 1BL

Letters for the attention of company directors

Thread Harbour Clothing Ltd, Capital Office, 124 City Road, London, EC1V 2NX