

HOW TO RETURN OR EXCHANGE

Our aim is to provide you with high-quality, practical, and long-lasting products that you love. We hope that you are happy with your order, however we understand that sometimes sizing or styles might not be quite right and if you do need to return an item, we will offer an exchange or refund.

Only items purchased from Ariana's closet website with a valid receipt will be accepted for exchange, refund within 30 days for non-sale items and 14 days for sale items. We will not accept items back without proof of purchase.

ARIANAS CLOSET purchases must be returned to a Ariana's closet store for refund or exchange. We're sorry but we cannot accept these items back at our warehouse.

The quickest way to return or exchange most items bought online or via mail order is also by visiting one of our stores. They need to be returned at your own expense to us. If you are in any doubt as to whether you can return a product back to store, please check the 'Things to Note' section on the product page on our website or contact your local store or our customer service team on info@arianascloset.co.uk.

If you fall outside our standard returns policy, we believe the best way to find a resolution that works for both of us is on a case-by-case basis. We will always take your personal circumstances into consideration. Part of our long-standing values is to treat everyone as an individual with honesty and respect, and in doing so we believe you will do the same. We may not always provide the resolution you were hoping for, but we will always take our values into consideration to make what can be difficult decisions.

Special Conditions: To protect all our customers and make sure we handle every return or exchange with fairness, we will not accept a return or exchange in or outside our standard returns policy in some situations, these include:

- Failure to follow care instructions
- Damage caused by accident, neglect, misuse, or improper care
- Items showing obvious excessive wear and tear
- Items damaged by external factors such as flooding or fire
- Personalised items, unless a manufacturing fault
- On occasion when we feel there has been an abuse of our returns policy in the past.

RETURN TO ARIANAS CLOSET

You can exchange or refund items purchased from Ariana's closet to our website.

Please bring with you:

- The product you wish to return or exchange
- The payment card you used online to purchase
- Your delivery notes or receipt as proof of purchase:

If you are returning an online or mail order purchase to a store, please leave the parcel bag unsealed, ready to be scanned. We will refund the amount you paid using your original payment method but please be aware that it can take up to 5 working days for refunds to show on your account.

Exchanges are completed straightaway.

Please note, if you were eligible for a discount on your purchase because you're a member of a specific group or organisation you will need to send proof of your membership card in to obtain a further discount on exchanged items.

RETURN BY POST, Evri OR DPD

You will find a returns form included on the delivery note enclosed with your order from the Ariana's closet website. Please complete the form with the details of the products you are returning. It is helpful, for future product design and development, if you give a reason for your return by using one of the codes we have listed.

Our website contains links to websites owned and operated by third parties; these are provided solely for your convenience and is not a recommendation of service. You are welcome to return items to us by any suitable tracked method not just those linked below.

We regret we cannot accept liability for items lost in transit and any claims should be made from your chosen courier.

Evri Returns Service for £2.99

We suggest that you consider our Evri Returns Service to return an item to us via this cost effective, secure method. With thousands of collection points across the UK, your parcel will be accepted and for a small fee returned to us promptly via a secure, tracked service.

You can quickly and easily purchase a label to return your item to us by using Evri, following the steps below.

1. Complete the returns section on the despatch note you received with your order and pop it into your parcel.
2. Visit <https://www.evri.com/return-a-parcel> and follow the simple instructions to return your parcel.
3. Parcels can be returned via the below methods:

Parcel shop drop off

- Print your label in store or online
- For this service, parcels must have a maximum weight of 15kg, maximum length of 120cm and a maximum combined length & circumference of 225cm.

Locker drop off

- You'll need a printer
- For this service, parcels must have a maximum weight of 15kg, maximum size of 66cm x 41cm x 38cm.

Courier collection

- You'll need a printer
- For this service, parcels must have a maximum weight of 15kg, maximum length of 120cm and a maximum combined length & circumference of 225cm.

DPD Returns Service for £3.96

We suggest that you consider our DPD Returns Service to return an item to us via this cost effective, secure method. With thousands of collection points across the UK, your parcel will be accepted and for a small fee returned to us promptly via a secure, tracked service.

You can quickly and easily purchase a label to return your item to us by using DPD, following the steps below.

1. Complete the returns section on the despatch note you received with your order and pop it into your parcel.
2. Visit <https://returns.dpd.co.uk/jojo-maman-bebe-ltd/> and follow the simple instructions to return your parcel.
3. Print the DPD return label and stick it on the parcel, removing or covering old labels.
4. Find your nearest DPD local shop by using the shop finder on the DPD return website and drop off your parcel. You'll be given a receipt so you can track it.
5. For this service, parcels must not weigh more than 20 kilograms and the 2 longest lengths of your package when added together should not exceed 120 cm.

By Post or Courier:

We ask that all items are packaged safely and securely and are returned to us within 30 days of receipt in perfect saleable condition, ideally in the original packaging. Items purchased during the Sale must be returned within 14 days of receiving your order. Please use the address label on the delivery note. You will need to pay the returns postage, so we recommend you use a tracked service since you are responsible for your parcel until it has been received into our warehouse. We regret we cannot accept liability for items lost in transit.

Please send your returns parcel to:

(RETURN ADDRESS)

We will refund you as quickly as possible and always within 14 days after we receive your return. Your refund will be made using your original payment method. Please be aware that it can take up to 5 days for the refunds to show on your account.

Exchanges

If you would like to exchange an item purchased from a Ariana's closet website please complete the exchange form on your delivery note and list the replacement items that are required in exchange for the listed returned items. We will deliver your exchanged items FREE of charge. Please note that a quicker option is to return the item for refund and place a new order via the website, but you may need to pay the postage fee this way.

You will need to pay the return postage, so we recommend you use a tracked service since you are responsible for your parcel until it has been received into our warehouse. We regret we cannot accept liability for items lost in transit.

FAULTY ITEMS

We maintain high standards and strict quality control, but occasionally a faulty item may slip through the process. If you have received a damaged or faulty item, we apologies for the inconvenience caused.

If it was purchased from a Ariana's closet store or website, you must return it to a Ariana's closet with your proof of purchase for an exchange or refund. We regret we cannot accept these items back to the warehouse.

You can return or exchange most faulty items purchased from a Ariana's closet website by contacting us via email.

If you are in any doubt as to whether you can return a product back to store, please check the 'Things to Note' section on the product page on our website or Contact Us.

If you need to return the faulty item purchased from a Ariana's closet website to our warehouse please email our customer service team first at info@arianascloset.co.uk with photos of the fault and any other information regarding your issue.

Please visit or contact us as soon as you notice the fault, or at the latest 90 days after receipt. Ultimately, we hope to find a happy resolution as quickly as possible. We handle faulty returns on an individual basis. If we agree with you that the item is faulty, we will replace it like for like or offer you a gift card in exchange. Please note that we always try to be fair and respect our customers, but we ask that you are fair in return. Please do not return items stating they are 'faulty' when the concern is down to normal wear and tear, misuse, or accidental damage. We regret that if our care

instructions are not followed correctly, we will be unable to replace the item. Third party branded products will be subject to the manufacturers' guarantees which will vary, please refer to the individual product for details or [Contact Us](#). This does not affect your statutory rights.

GIFT SETS

We cannot accept returns of individual items from gift sets. If you change your mind, please return the entire set with the original packaging and proof of purchase.