You can return goods within 14 days of receipt for a refund or exchange.

For an exchange, you will have to ship it to us for your own cost.

If you need to return an item to us you simply send an email to [michaela.shadow13@gmail.com](mailto:shadow13@gmail.com) providing the following details:

\* Order number \* Item(s) you wish to return \* Reason(s) for return (you don´t have to give us a reason but all feedback is greatly valued)

We will reply, with full instructions on how to return the item(s). Please wait for our reply before sending goods back to us because unexpected returns (where these steps have not been followed) can result in delays, or even mean that your return isn´t received by us.

Please note that we are unable to issue a refund directly to a credit card; we can send a refund to a Paypal account or bank account. In order to issue a refund by bank transfer, your bank must have an IBAN/SWIFT code.

Where goods are found to be faulty send a picture of the item, where goods are not faulty you will be responsible for the return shipping and packing costs.

If the goods are faulty send us a picture of the product, if it is clear from the picture that this is a manufacturing error we will send you a new one free of charge or give a partial refund for minor errors. The Dead Comfy tag has to be visible in the picture.

Please note the following exceptions to our returns policy:

\* Where the item is returned to us in a used condition we will not issue a refund. Any items that have been worn, washed, marked, damaged in any way, or affected by odours including cigarette smoke are non-returnable and will be sent back to you. We don't accept returns on underwear, but we will send you a new one for free if it doesn't fit, you just have to pay the shipping cost.

Dead Comfy cannot accept responsibility for the damage or loss of packages or products sent back to us by a customer so we recommend that you opt for recorded or special delivery and retain your proof of postage and tracking details. Please ensure all parcels are clearly labelled and securely sealed before posting.

We take so much care when packing your order, please take the same care when returning your items to us by folding garments neatly to avoid unnecessary creasing which can cause irreparable damage to some fabrics.

Luckily because we only sell high quality, well-made, beautiful clothes. So don't forget we offer expert, friendly advice via email. If you are unsure of what size to buy please just contact us before placing your order. We always reply quickly to emails.

\* The date of receipt is defined as the date the item arrived at your requested delivery address. To clarify, if you are unavailable to take delivery of the item and the parcel is taken to your local sorting office for collection, the 14-day period commences from the original day delivery was attempted. Returns from overseas customers

If the exchange rate changes between the date of purchase and the date of refund, you will see a discrepancy in the amount refunded. This is governed by the banks and totally beyond our control, and may result in you being refunded more or less than you originally paid.

Any taxes or customs charges brought about by the return of items will be payable by the customer and deducted from the total amount refunded. These charges can be avoided by writing "Garment Return" and noting a value of zero on the customs declaration.

If you have any questions about our returns policy please contact us.