

# Shipping & Returns

For greater convenience and to enhance your shopping experience with Monster Clothing, we offer easy ways of returning your items via Royal Mail and other courier services.

All items must be returned 'as sold' in a resalable condition, unworn, in original packaging and with all swing tickets/tags attached. If a returned item fails to meet these requirements, then we reserve the right to refuse their return.

Please note we cannot accept exchanges of bespoke decorated items based on size, colour or decoration changes. Such items may only be exchanged or refunded due to faults or defections.

Within our [Customer Returns Form](#) is a returns form and label which explains the simple returns process and requires you to complete appropriate sections so we know exactly what action to take.

When returning an item for a refund or exchange we are unable to reimburse your postage costs for the item being returned to us. However, when returning items for an exchange, we will send the new item back to you at no additional charge.

## Royal Mail/Other Courier Returns

1. Complete the Customer Returns Form by downloading our Customers Returns Form.
2. Repackage the item (s) securely and enclose the returns form.
3. Attach the returns label found on the reverse of your invoice/dispatch note to your parcel and send to the address shown.
4. Please note, Monster Clothing Ltd cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security. When returning an item, we are unable to reimburse the return postage cost.

### **Sportswear 'Off the Shelf' stock items**

**Monster Clothing offers a standard delivery postal service across the UK from £4.75**

**The Standard Delivery for all online items is a minimum of 2 weeks.**

## EXCHANGES

### Customer Returns Form

When returning an item for an exchange or refund we are unable to reimburse the return postage charge.

## FAULTY / DEFECTIVE GOODS

If the product has been used for its intended purpose and the manufacturers recommended cleaning instructions have been followed, any fault will generally appear within the first three months after purchase. For this reason, you may return any faulty item up to three months after the date of purchase. Products will be professionally inspected and where necessary passed onto the manufacturer before a judgement is made.

If the damage to the product is deemed accidental or natural wear and tear then the item will be returned to the customer. If the inspection reveals any fault of the manufacturer then you will be offered an exchange, repair or full refund. If a product is deemed faulty, we will also reimburse you with reasonable postage costs should a receipt be included.

In certain circumstances, providing the product does not show excessive wear or neglect, a product may still be deemed defective three months after purchase. In this instance you may return the product for a thorough inspection. Such items may take longer to inspect as communication with the manufacturer may be required. Unfortunately, after this period of time, any products that are sent back to us for an inspection are done so at the customers own risk. We cannot guarantee to be able to offer any refund, repair or replacement on products returned to us after this period of time.

We evaluate each returned faulty product professionally and as quickly as possible with an aim to keep every customer satisfied with the highest level of customer service possible. Please note, all faulty items must be clean, dry and free from dirt and mud and we reserve the right to refuse to inspect any item if they are deemed to be too dirty or wet.

For more information on our returns policy please read our [Terms & Conditions](#)

***Please note we are unable to exchange or refund any item that has had extra personalisation unless the item is faulty.***