

RETURNS, REFUNDS AND EXCHANGE POLICY

1. General returns:

Return your item(s) in its original, unused condition, with price tags and stickers attached, and (where applicable) sealed in its original packaging, with the original till slip and unused accessories, to any Uniq clothing by Checkers store within 30 calendar days from the date that you purchased it, for an exchange or refund, subject to the following terms and conditions:

- a) If we approve a refund, the refund amount will be the same as the price that was originally paid for the returned item.
- b) If the original till slip is not presented when you return a item, we will not approve the refund, but we may (if the item has not been out of stock for 6 months or longer) give you a Uniq clothing by Checkers voucher to the value of the lowest of: The current price of the returned item; OR the price on the tag; OR its most recent price on our system.
- c) **If you return a currently discounted item for a refund, we will not allow you to purchase an item of the same style at the current lower price, on the same day as the return.**
- d) Items may only be exchanged:
 - i. For a different size or colour of the same style, but we will not give you a refund for any price difference; OR
 - ii. For any other item with the same price that you originally paid; OR
 - iii. For any higher priced item, but only if you pay the difference; OR
 - iv. For any lower priced item, but we will only give you a refund for the difference if the lower priced item is a different style.
- e) **All refunds will be processed in the same way and to the same card that was used to pay for the returned item. Refunded amounts may take 14 days to reflect in your account.**
- f) **We will not give you a refund for, or allow you to exchange underwear, swimwear, socks, hosiery, bodysuits, or any other items that should not be returned for public health reasons.**

2. Returns due to quality-related issues:

- a) If you want to return an item because of a quality problem, the item with its original till slip and accessories must be returned to a Uniq clothing by Checkers store for assessment within 6 months from purchase. If, according to our assessment, the item has a quality defect, it was used for its intended purpose, cared for and cleaned according to the instructions on the label, we will give you a refund, or we will exchange the item, subject to the terms and conditions in paragraphs 1(a) – (e) above.

- b) We will not give you a refund or allow you to exchange the item for another item, if according to our assessment, we discover or have reason to believe that:
- i. The item was not used, cleaned and cared for according to the instructions on its label;
 - ii. The item was deliberately or accidentally damaged;
 - iii. Damage was caused by mildew, direct sunlight, heat, rust or humidity;
 - iv. The item has shrunk because it was washed in hot water or dried in a tumble dryer;
 - v. The item was bleached or stained;
 - vi. The item was taken apart or altered;
 - vii. The item is not defective because of a quality-related problem; or
 - viii. Fabric pilling is the reason for the return. (Fabric pilling is a natural process caused by friction, affecting garments made of certain types of woven fabric, so it is not considered as a quality defect.)
3. **Items that went out of stock in our stores more than 6 months ago cannot be returned or exchanged, even if the items are unused or defective.**
4. Vouchers and gift cards cannot be returned, refunded or exchanged under any circumstances.
5. We do not provide a collection or delivery service for items that you wish to return.

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