

Thank you for shopping with us! We want you to be completely satisfied with your purchase. Please read our comprehensive returns policy carefully to ensure a smooth process if you need to return an item. This policy applies to both items we stock in-store and print-on-demand products fulfilled by Printful. For items from our affiliate 'My dance store' follow the policy here: <https://bbe.mydancestore.co.uk/returns>

### 1. Returns for Stocked Items

If you are not completely satisfied with an item purchased from our studio or website, we offer returns within **30 days** of receipt, provided the item meets the following conditions:

- The item is **unworn, unused**, and in its **original, re-sellable condition**.
- The item is returned with all original **packaging**, tags, and accessories.
- The item has not been marked as "final sale" or excluded from returns.

#### How to Return:

To initiate a return for stocked items, please bring the item to the studio or contact us via email at [info@dansci.co.uk](mailto:info@dansci.co.uk) for further instructions. You will need to provide proof of purchase, such as your receipt or order number.

#### Refunds:

Once we receive the returned item and confirm it meets our return policy conditions, we will issue a refund to the original payment method. Shipping charges are non-refundable unless the return is due to an error on our part.

### 2. Returns for Print-on-Demand Items (fulfilled by Printful)

Print-on-demand items are custom-made and printed specifically for you, and due to their nature, **we can only accept returns for defective or damaged items**. We are happy to assist you if there is an issue with your order, and we will work with Printful to claim any defective products.

#### Defective or Damaged Items:

If your print-on-demand item arrives defective, damaged, or with an error in printing or design (such as incorrect colours, missing text, or printing errors), please contact us **within 7 days** of receiving your order. We will request clear images of the issue and, once confirmed, assist you in getting a replacement or refund.

#### How to Report a Defective Item:

- Please email us at [info@dansci.co.uk](mailto:info@dansci.co.uk) with a detailed description of the issue and photos of the defect or damage.
- Include your order number and the specific problem with the product.
- We will work directly with Printful to resolve the issue, which may include a replacement or a full refund.

**Exchanges:**

We do not offer exchanges for print-on-demand items due to their custom nature. If there is an issue with the product, we will either send you a replacement or issue a refund once we have reviewed the returned item.

**3. Non-Returnable Items**

The following items are non-returnable:

- Custom or personalized items (unless defective).
- Undergarments or pierced jewellery
- Gift cards.
- Downloadable digital products or services.
- Items marked as "final sale" or "non-returnable" at the time of purchase.

**4. Return Shipping Costs**

For stocked items, customers are responsible for the cost of return shipping unless the return is due to a mistake on our part (e.g., wrong item sent). We recommend using a tracked service when returning items to ensure it is safely received.

For defective or damaged print-on-demand items, we will cover the return shipping costs.

**5. How We Process Your Refund**

Once your return is received and inspected, we will send an email notification to confirm your refund has been processed. Refunds will be credited to the original payment method. Please note that it may take 5-10 business days for your bank or credit card provider to process the refund.

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We strive to offer a great shopping experience, and we're here to help with any issues that may arise. If you have any questions about returns or need assistance, please reach out to us at [info@dansci.co.uk](mailto:info@dansci.co.uk)

Thank you for shopping with  **The Dressing Room**  
DRESSING DEVONS DANCERS