

THE LUNATIC LIFESTYLE™

EXCHANGE & RETURNS

- You have 14 days from the date you received your order to exchange or return.
- Shipping is complimentary on all exchanges, although customers outside the EU are responsible for taxes and duties.
- Please make sure your items are returned new, unused and with all TLL and designer garment tags still attached. Returns that do not meet our policy will not be accepted and will be sent back to you.
- Please contact our customer care team by email customercare@thelunaticlifestyle.com if you have any further questions.

RETURNING YOUR PURCHASE

Should you need to return your purchase, you have 14 days from receiving your order to arrange your exchange or return, book your complimentary collection and have your items sent back to us.

Please follow the steps below to return your purchase.

Please ensure that you send the items back to us using insured delivered. We will not compensate customers if their items have been lost in post/delivery.

Send your purchase to the following address:

TLL
CARNATION HOUSE
MILL LANE
BRADFORD
BD5 0HF

RECEIVING A REFUND

Your refund will be credited to the original payment method or as store credit to your TLL account.

If your order has been sent to a destination within the EU, all sales taxes will be refunded. Outside the EU, customs duties and sales taxes are non-refundable through TLL. However, you may be able to recover these by contacting your local customs bureau directly. As this may not be available for all countries, we recommend that you hire a customs broker if you wish to claim back duties on returned merchandise.

Customers ordering from Australia will receive a refund of duties and Goods and Services Tax (GST) from July 1 2018.

Please note that refunds can take up to 10 working days to show on your account due to varying processing times between payment providers

OUR POLICY

All items must be returned new, unused and with all TLL designer garment tags still attached. Returns that do not meet our policy will not be accepted and sent back to the customer.

Repeated Returns

We offer a flexible returns policy to make your online shopping experience even easier. We do monitor the number of returns made by customers, and continued returns will be flagged and may, at our discretion, lead to the closure of your NET-A-PORTER account or future orders being refused.

Late Returns

Your purchase should be sent back to us within 14 days of receiving your order. Returns outside of this period may be accepted at the discretion of TLL.

Clothing

Please take care trying on items as all products must be returned in a new and unused condition with all TLL and designer garment tags still attached.

Bags

Please handle light-colored bags carefully if you are still deciding whether you will be keeping the item. Please note that dark items of clothing can transfer dye to light-colored bags.

Shoes

When trying on shoes, please be mindful not to scratch the soles or mark the shoe box. Returns must also include the dust bag and box, as these are considered part of the product. Please place the shoe box inside another box in order to prevent damage during shipping.

Beauty

Skincare, cosmetics and haircare must be returned unused, unopened, and in their original packaging otherwise we will not accept them. Please note that fragrance, nail polish and aerosols are final sale and cannot be returned due to transport restrictions.

Lingerie & Swimwear

Briefs, swimsuits and bikini bottoms should be tried on over underwear, without removing the protective adhesive strip.

Limited-Edition Products and Books

As these items are highly collectible, please only remove the protective cover and packaging once you are certain that you wish to keep them.

Technology

Technology products should be returned in the original packaging.

Faulty goods

Goods are classified as faulty if they are not of satisfactory quality, fit for purpose or as described. Please note that items which are damaged or as a result of normal wear and tear; by accident; or through misuse will not be considered faulty.

If your item is faulty when you receive it, you can return it for a refund within 14 days from the date you received it.

Colors

We have made every effort to display the colors of our products that appear on TLL as accurately as possible. However, as computer monitors, tablets and mobile devices vary, we cannot guarantee that your monitor's display of a color will be completely accurate.