

EXCHANGES/RETURNS

You have 20 calendar days to exchange/return an item from the moment of receipt.

Any exchange/return item must be accompanied by the "Exchange/return form".

Product, packaging and labels must be in the same condition as when they were delivered.

Exchanges or returns of customized/altered products are not accepted.

SIZE CHANGE (IBERIAN PENINSULA AND BALEARIC ISLANDS)

If you need a change of size, **you must contact us first** to confirm that we have the new size in stock.

- We will arrange the exchange at no cost for you, provided the address is in the Iberian Peninsula or the Balearic Islands.
- Or if you prefer to come to c/Padilla, 35, The Seëlk - Madrid to make the exchange, we will let you know once we have it there.

RETURNS

You are responsible for return costs; any expense paid on arrival will be deducted in the reimbursement.

We highly recommend that the shipment is certified and insured (for the total sale amount of the returned item). This way, you will avoid any problems, since if it is lost or damaged, we will not proceed to refund it. Moreover, you will obtain a tracking number of the shipment.

Return address: *Never Let Me Down S.*) - C/ Padilla, 35 The Seëlk 28006 Madrid (Spain)

you prefer, you can return the product in our store of c/Padilla 35 in Madrid, but keep in mind that we will not check that product meets the requirements listed above, hence we won't proceed to refund at that moment.

All returned products are inspected in our warehouse.

As soon as we verify that your return satisfies all the requirements listed above, reimbursement shall be made within a maximum period of 10 days, using the same method as your original payment.

INCORRECT OR DEFECTIVE PRODUCT

Products are thoroughly inspected before they are sent. However, should you receive an incorrect or defective product, please get in touch with us.

IF YOU HAVE ANY QUESTION, PLEASE GET IN TOUCH WITH US

email: info@theseelk.com | whatsapp & phone number: +34 611 649 369



EXCHANGES/RETURNS FORM

Please fill in the form below, and send it along with the returned item

ORDER N°:

FIRST AND LAST NAME:

PHONE N°:

EMAIL:

REASON FOR RETURN:

.....