

## SHIPPING & RETURNS

Your new garments should glide their way into your home in perfect condition, but if there are any challenges along the way please read on carefully. Below you will find detailed information of our shipping and returns procedures.

### Delivery charges

All prices on our website are inclusive of VAT (17.5%), and include delivery charges within the UK. Delivery charges, however are not included outside the UK and will be calculated on the total weight of your order and the location of your delivery.

We can accept payment and arrange delivery to most UK, European and international destinations. Orders made from outside the EU will automatically be deducted VAT (17.5%) at the checkout.

For all EU and international deliveries, please [contact us](#) and we will calculate a specific quote for your region.

### Delivery

We endeavour to dispatch all orders within 3 days of confirmed payment. Your order will be sent out via Royal Mail or Parcel Force depending on its size and weight.

All deliveries will require a signature so please ensure there is someone available to sign for your order. If no one is present at the delivery address a calling card is left and the parcel will be taken back to your local Royal Mail or Parcel Force distribution centre.

Please contact the carrier directly to request a different delivery date or to arrange collection from your local depot. It is your responsibility to rearrange delivery or collect your parcel.

For first time orders where the billing and delivery addresses are different, we may contact you by phone to verify your card payment and your order. Please note that for your security, we will never ask you to confirm any account or credit card details via email.

Unfortunately we cannot deliver on a bank holiday. In this instance, please expect your delivery on the next working day. We regret we cannot deliver to a PO box in the UK or internationally. You will need to arrange for delivery to another address.

If you're on a tight schedule and need the dress for that glitzy film première pronto, just let us know. We'll do our best to see you walking the red carpet in style.

## **Tracking**

If you wish to track your order, please [contact us](#). We will give you an individual tracking number so that you can follow the status of your delivery.

## **Duties and Taxes**

We welcome orders from EU and international John Zack community; in fact we love the panache you add to our collection. But we do need to make you aware that Goods travelling outside the UK may be subject to additional postage charges (e-mail us and we will find out for you!)

## **REFUNDS AND RETURNS**

At John Zack we want you to be completely happy with your purchase. If however anything does not meet your satisfaction, please return the item within 7 days for an exchange or refund. Providing it is unworn and in a re-saleable condition, all you pay for is the return postage.

### **To make a return:**

Please send the garment back to the below address and include a note with your contact details, address and outlining what specifically you are requesting (exchange or refund).

**John Zack Ltd**  
**63, Great Titchfield Street**  
**London**  
**W1W 7PR**  
**United Kingdom**

The cost of returning the item is your responsibility. For your own protection, we recommend that you send the parcel using a delivery service that insures the full value of the goods and you obtain proof of posting. Unfortunately we cannot accept responsibility for parcels lost in transit.

Returned items must be in a new and unworn condition. All the swing tickets and labels must still be attached to the returned goods and the items must be unused, complete and in their original undamaged packaging. All returns are checked before a refund is issued. We will not accept returned goods that are not in a re-saleable condition.

We regret that we will be unable to refund postage unless the original item sent was faulty or incorrect. In the unlikely event this happens we will reimburse you the cost of return postage and if you want an exchange, we will waive the secondary postage charge of the correct item.

## **Exchanges**

If your garment doesn't fit and you would like to change your order for a different size, please contact us as soon as possible so that we can check we have your size in stock. You can then return the unwanted item in the usual way for an exchange.

The cost of returning the item is your responsibility.

To clarify, we will not pay for the postage for an item returned to us that does not fit, unless we have made the mistake of sending you a different size to the one you ordered.

Please take time in ordering, contact John Zack with any questions about the garment to ensure we send you the size, colour and dress you desire.

For your own protection, we recommend that you send the parcel using a delivery service that insures the full value of the goods and you obtain proof of posting. Unfortunately we cannot accept responsibility for parcels lost in transit.

We have gone to great efforts to display as much information as we can for each product, but please feel free to contact us if you have any particular query about sizing. No question is too small...

## **Refunds**

We are happy to give a full refund on items returned back to us, new and unused, within 7 days of your receipt.

After we have inspected the returned item, the refund, less the delivery cost, will be credited to the original payment debit/credit card.

A refund should be credited back to your card within 7 days on our receipt of the item, but please allow up to 30 days. Please note, it may take a couple of days for the refund to show up on your statement.

If the item you received is faulty, please contact us quoting your PayPal reference number, your name and address, details of the fault and whether you require a refund or a replacement. We will then advise on how to proceed with the return. You have 7 days from receipt of the faulty item to return it to us.

If the reason for return is because of an error on our part, we will also refund the cost of the return postage. Refunds will be made as soon as possible after returned goods are received and checked.

We regret we will not be able to give a refund if the goods are returned for refund outside of the 7 day period (unless we organise an alternative date via e-mail) or the goods are not in a saleable condition (worn, soiled or without

tags or original boxes and packaging). We reserve the right to refuse a refund if this is the case.

Your statutory rights are not affected when goods are faulty or damaged. Our postal address for returned goods is:

**John Zack Ltd**  
**63, Great Titchfield Street**  
**London**  
**W1W 7PR**  
**United Kingdom**

If you are, in any way unsure how to proceed with a return, exchange or refund, don't be shy, please contact us. This will help with processing your returned package and avoid delays. We want you to feel good about your purchase and are here to help get things right.