

When returning an item please remember to confirm your name and/or order number.

General requirements for all returns; UK and International:

All we ask is you make the return within 30 days from the date of despatch and ensure that your returned goods meet the following conditions:

1. Item(s) are unused and in new condition
2. Have all tags and hygiene strips in place
3. Are all in original packaging
4. Have been tried on wearing underwear
5. Are clean and free of odour.

**Please note Wyvern Swimwear does not subsidise any postage costs incurred.**

## **PLEASE RETURN ITEMS TO:**

Wyvern Swimwear  
Wyvern Waterpolo Ltd  
12 Henley Road  
Taunton, TA1 5BL

## **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. This can be up to 30 days dependent upon how busy the refunds team are.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [wyvernswimwear@yahoo.com](mailto:wyvernswimwear@yahoo.com).

## **Exchanges (if applicable)**

We only replace items if they are defective or damaged, other exchanges cannot be done. If you need to exchange it for the same item, send us an email at [wyvernswimwear@yahoo.com](mailto:wyvernswimwear@yahoo.com) and send your item to: Wyvern Swimwear, Wyvern Waterpolo Ltd, 12 Henley Road, Taunton, TA1 5BL, United Kingdom.

## **Shipping**

To return your product, you should mail your product to: Wyvern Swimwear, Wyvern Waterpolo Ltd, 12 Henley Road, Taunton, TA1 5BL, United Kingdom.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

You should consider using a trackable shipping service when returning an item. We don't guarantee that we will receive your returned item.