



DELIVERY & RETURNS

DELIVERY

UK STANDARD DELIVERY - £4.50

Delivery within England, Wales and Scotland within 2-3 working days from date of dispatch.

If you are out when the parcel arrives at your specified address, your parcel may be left in a safe place or with a neighbour. If this is not suitable then the courier will leave a card with details of where to collect your parcel or to organise a re-delivery.

UK NEXT DAY - £6.00

Next Day Delivery within England, Wales and Scotland on all orders placed before 2pm Monday - Friday. Please note that some areas are excluded from our Next Day delivery service.

Orders placed on Saturday, Sunday or Public Holidays will be dispatched on the next working day.

Delivery is made by Royal Mail and is a tracked and signed for service. If you are out when the parcel arrives at your specified address, your parcel may be left in a safe place or with a neighbour. If this is not suitable then the courier will leave a card with details of where to collect your parcel or to organise a re-delivery. Please note that Next Day delivery is not possible for Northern Ireland when stating United Kingdom as delivery country and this will be amended to Standard Delivery.

EUROPE - £7.50

Delivery to countries within the European Union can expect delivery within 6 working days. If you would like any advice or a time estimate to your specific country, please don't hesitate to get in touch.

USA, CANADA, AUSTRALIA & REST OF WORLD - £12.50

For all countries outside of the European Union delivery will be made within 10 working days. Please note that all taxes and duty that may be incurred are the responsibility of the purchaser and not Zelus Clothing.



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RETURNS

We hope that you are happy with your purchase from Zelus Clothing, however we understand that sometimes things just aren't quite right or that you might change your mind.

We are able to offer a refund for any unwanted items that are returned to us in a new, unworn and saleable condition with the original packaging and all Zelus Clothing garment tags and labels still attached. We also offer exchanges or refunds.

All returns must be made within 14 days of you receiving your order.

Returns should be wrapped securely in appropriate packaging to ensure the goods arrive with us in their original condition. We reserve the right to refuse a refund/exchange for damages caused by insufficient packaging.

Returns are at the cost of the customer. You may use any courier you wish; however, you are entirely responsible for the returned goods until they are signed for at our warehouse. We advise that returns are made via recorded delivery and/or that a proof of postage is obtained, in the unlikely event that these should go missing in the post. We reserve the right to refuse a refund/exchange for returns that fail to arrive with us and where no proof of postage/tracking is available.

Please complete the despatch note paperwork received within your parcel stating your reason for return. This paperwork also contains details of your order that will help us identify it and refund more efficiently. Please peel away the returns address sticker at the bottom of this paperwork and attach to your parcel ensuring all other previous details are covered.

Please affix the appropriate postage.

Should you misplace the paperwork for your order, please enclose details of your order number, name, address and reason for return and send to:

2 Skylark Road
Porthcawl
Bridgend
CF33 4PD

We aim to process all refunds within 14 days of receiving your parcel at our warehouse. Refunds will usually clear into your account within 5 working days, however this can vary between banks and can take longer if you are an international customer.

Unfortunately, we are not able to offer exchanges at this time. However, you can return your item for a full refund, and then place a new order for your preferred replacement item.

Many thanks, Nathan