

## DELIVERY INFORMATION

### Postage Cost

We endeavour to keep shipping costs to a minimum.

### Delivery

Any orders placed, for items in stock, before 3pm Monday to Friday will be despatched the same day. All UK orders will be posted by Royal Mail, 2nd Class, Signed For. However, if you require something urgently, please let us know and we can arrange a quicker postal service. All overseas orders will be sent by Airmail and International Signed For shipping (prices on request).

### School Wear

All school wear is made to order and has a turnaround time of around 14 working days (Monday to Friday) Some times longer during our peak times – June, July & August.

### Back Orders

On occasion, during busy periods, some products may become out of stock. If this situation arises, we will email or telephone you as quickly as possible to update you on the expected delivery date.

### Returns and Exchanges

In the unlikely event that you are not satisfied with your purchase, please return item/items in their original condition, tags attached, complete with packaging. Please contact us before doing so to allow us to arrange an alternative or issue a refund. All must be done within 14 days of receiving items. The buyer is responsible for return postage costs. We advise obtaining a "Proof Of Posting" certificate from the Post Office. Refunds will be processed on receipt of goods, please allow up to 5 working days for the refund to appear in your bank account.

Please send returns to -

iD Dance, School, Sport & Leisure Wear Ltd, 16 Huntershill Village, Low Road, Bishopbriggs, G64 1RP

PERSONALISED ITEMS ARE NON REFUNDABLE