

Retail FAQs

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Retail General FAQs

Do I need an account to place an order?

You can shop without creating an account. However, if you register with us, you'll enjoy the following benefits:

- Track your orders and review past purchases
- Request an exchange or return directly from your account
- Add pieces you love or missed out on to your Wish List
- Save your address and card details so you can shop even quicker in future

How do I reset my password?

If you've forgotten your password, request a link to reset it or follow the 'Forgotten password' instructions on the 'Sign In' page.

How can I exchange or return an item?

You have 28 days from the date you received your order to exchange or return item(s).

What packaging options can I choose from?

Signature Packaging

Your order will be placed in one of our signature black boxes and luxuriously tied with ribbon. All our signature boxes are FSC-certified and fully recyclable.

Basic Packaging

For a more discreet option, you can receive your purchases wrapped in tissue and placed in a FSC-certified, recyclable, brown cardboard box.

Retailer Premier

Orders will be delivered in our chic Retailer black carrier bags. Alternatively, you can opt for 'discreet packaging' and your purchases will arrive in an unbranded recycled paper brown bag.

Shoes

Where an order consists solely of shoes, it will be delivered in the original designer shoe box and protected by a brown cardboard box as per basic packaging. To receive your shoes in a Retailer Signature box, check the gift box under our packaging options.

Beauty

Your beauty items will be sent in a sealed compostable bag made from bio-based materials.

Sale

All sale purchases will be shipped in basic packaging.

Why are some items marked as final sale?

Fragrance, nail polish, and aerosols cannot be exchanged or returned due to transport restrictions.

Do you offer price adjustments on sale items?

All approved price changes will be credited to your Retailer account as store credit. This is valid for 12 months and will be automatically deducted at checkout when you next place an order. Please note, we are unable to offer a price adjustment on further reductions or on any special promotion items that are temporarily reduced in price.

If you notice a change in the price of an item you purchased, please call our Customer Care team and we'll see what we can do.

Can I amend or cancel an item from my order?

Depending on the status of your order, it may be possible to cancel an item or change it to a different size. Please note, we're unable to combine or add an item to an existing order.

If you need to make any amendments to your purchase, please call our Customer Care team as soon as possible and we'll see what we can do.

What do I do if I think an item that I purchased from your site is faulty?

Simply email customercare@Retailer.com and we'll look into this for you. When you get in touch with us, please provide your order number and photographs of your item. Please be aware that items which have been damaged as a result of normal wear and tear, by accident, or your own misuse, will not be considered faulty. This does not affect your statutory rights.

Where can I find information on sustainability?

To read more about how our Retailer GROUP is creating a more sustainable future, please visit our People & Planet page. You may also view our Sustainability section on our corporate site, ynap.com.

Where can I find your Care and Repair partners?

United Kingdom

The Seam is our Repair and Rewear service that gives you access to a community of trusted experts in your local area so you can be sure that your clothes are getting the treatment they deserve.

New York

Shopboy specializes in a full range of alterations and repairs for men and women with on-site services provided by their master tailors

Sydney

SoleHeeled offers specialized repairs and restorations on leather jackets and accessories such as shoes, handbags, belts and wallets

United Arab Emirates

The Cobbler is a premium, traditional leather expert with locations in Dubai and Abu Dhabi and a collection service throughout the UAE. It provides expert shoe restoration, repair and cleaning services

Retailer Returns FAQs

Exchanges and returns

Exchanging or returning an item couldn't be easier. Try your purchase on in the comfort of your own home and let us know straightaway if you'd like a different size or a refund and we'll collect from your home, work or an alternative address.

You have 28 days from receiving your order to:

- Create your exchange or return here, or, if you are a registered user, by logging in your Retailer account

- Take your return to your nearest drop off point or book your complimentary collection with DHL Express
- Send your purchase back to us

Items must be returned to us unused with all Retailer tags and designer labels still attached. Returns that do not meet our policy will be sent back to you.

Need a different size or color?

There's no cost to exchange your purchase, although if you're based outside the EU, taxes and duties are applicable. If you wish to try another style, simply return it for a store credit refund and purchase the new item separately

Returning your purchase

As soon as you've decided you'd like to exchange or return, you have 28 days from the date you received your order. Please follow the below steps:

1. Create your exchange or return here. If you are a registered user, by logging in your Retailer account under My Orders, select the order number containing the item(s) you would like to return.
2. Click on the "CREATE EXCHANGE/RETURN" button and choose the reason for return. If you'd like an exchange, select your preferred size.
3. Check the box to agree with our Return Policy. We'll then send you an email with your return instructions.
4. Sign the returns proforma invoice included in the box with your order. If you no longer have this, you can find a replacement PDF copy attached to your Dispatch Email. Seal your box before handing to the courier.
5. Return your purchase:
 - a. Return for free at your nearest DHL Express service point. Please find your nearest drop-off point here
 - b. Book a free returns collection:

Online

Click on the link here or in your returns email. Make sure your country/region is correct in the top-right hand corner of the page and follow these steps:

- You will be asked if you need a DHL return label. Simply select 'No' followed by 'Next' as this would have been included with your initial order. If you don't have a label please contact Customer Care for a new one.
- In the drop down select the DHL waybill to book your collection. The 10-digit waybill is located under the barcode of your printed returns label.
- Enter your collection address and any specific instructions for the driver.

- Add the weight of the parcel and the dimensions.
- Use the cursor arrows to select your preferred date and collection window.

You will receive an email (and SMS if signed up) once your collection is confirmed.

Phone

Simply call DHL on 0844 248 0844 or visit dhl.com to find the telephone number of your nearest DHL Express branch. Remember to quote our account number from your printed returns label.

Additional Information

To ensure your return is covered by our free returns policy and reaches us promptly, items must be returned from the same country to which they were delivered. Orders sent back from a different destination may incur additional charges or be delayed by customs.

We prefer that items are returned to us via our own service or nominated courier partners (UPS and DHL Express) so that they are protected and insured. If you are returning via DHL, please ensure you use DHL Express and not another third party, such as DHL Deutsche Post.

You can return using other third party providers, but we are unable to accept liability or responsibility for these. If you intend to do this, please send your return to the following address:

Retailer DC1, Unit 3, Charlton Gate Business Park, Anchor and Hope Lane, London, SE7 7RU, United Kingdom

Receiving a refund

You can choose to receive your refund either as store credit to your Retailer account or back to the original payment method.

Please note that refunds can take up to 10 working days to show on your account due to varying processing times between payment providers. Your shipping costs will be excluded unless the item is faulty or canceled under the ICACRs.

As your order will have been sent to a destination within the EU or the United Kingdom, all sales taxes will be refunded.

Repeated returns

We offer a flexible returns policy to make your online shopping experience even easier. We do monitor the number of returns made by customers and continued returns in breach of our terms and conditions will be flagged and may, at our discretion, lead to the closure of your Retailer account or future orders being refused.

Our policy

All products must be returned in a new and unused state, in perfect condition, with all protective materials in place and the Retailer and designer tags attached to them (if applicable). This includes all packaging, accessories and authenticity cards/dust bags. We reserve the right not to accept any return if the product shows signs of wear or has been used or altered from its original condition in any way or, as an alternative, may reduce the amount of any applicable refund or exchange accordingly.

For example, we may make a reduction in the following circumstances:

- the product(s) have been used, worn, damaged or washed;
- the designer and Retailer tag are not attached to the product(s) or have not been returned. Please note that the Retailer and designer tags constitute an integral part of each product; and/or
- you have not returned any packaging which is considered an integral part of a product (such as a dust bag).

You will be informed if we propose to reduce your refund for this reason. In this instance, you may (as an alternative to us providing you with a reduced refund) choose to have the products sent back to you at your own expense.

Bags & Accessories

All designer packaging such as authenticity cards, dust bags and leather tags should be included with your return.

Please handle light-colored bags and accessories carefully if you are still deciding whether you will be keeping the item. Please note that dark items of clothing can transfer dye to light-colored bags.

Shoes

When trying on shoes, stand on a carpeted surface to protect the soles. Please return all items including the dust bag and shoebox. The shoebox forms part of the product and should remain intact by placing in outer packaging when sending back to us otherwise, it will not be accepted.

Beauty, Fragrance & Candles

Skincare, cosmetics and haircare must be returned unused, unopened, and in their original packaging. Please note that fragrance, nail polish, candles and aerosols are final sale and cannot be returned due to transport restrictions.

Lingerie & Swimwear

Briefs, swimsuits and bikini bottoms should be tried on over underwear, without removing the protective adhesive strip.

Fine Jewelry

These exquisite pieces must be returned to us unworn with the presentation box, protective packaging and any Retailer/designer cards or tags included.

Luxury Watches

Luxury watches must be returned to us unworn with the plastic protective cover on the face and in its original packaging including the warranty, presentation box and any outer packaging. You must also ensure that it has not been wound up to the correct time. Watch bracelets that have been adjusted at your request must be returned with the exact same number of links as in the original delivery package.

Limited Edition Products & Books

As these items are highly collectible, please only remove the protective cover and packaging once you are certain that you wish to keep them.

Technology

Technology products should be returned in the original packaging.

Gift returns

To arrange a gift return, please email us for further assistance.

Late Returns

Your item(s) should be sent back to us within 28 days of receiving your order. Returns outside this timeframe may be accepted at the discretion of Retailer and may only be refunded as a store credit.

Colors

We have made every effort to display the colors of our products that appear on Retailer as accurately as possible. However, as computer monitors, tablets and mobile devices vary, we cannot guarantee that your monitor's display of a color will be completely accurate.

Retailer Delivery FAQs

How To Track Your Order

Our delivery time starts from the moment an order is accepted and includes a 24-hour period where your items will be processed and dispatched. Please note, this can take longer during sale.

Once your order has left us, you'll receive an email with your tracking information so you can follow its progress. You can also check the status of your delivery by viewing My Orders in your account.

Delivery Processing Times

Before we can dispatch your purchase, we may need to confirm your details with your card issuer. We'll do our best to keep delays to a minimum.

We work closely with our shipping partners to minimize the potential impact of customs delays.

Signing For Your Purchase

You can rest assured that we'll keep your purchase safe until it reaches you. Your order is insured against theft and accidental damage during delivery. Once your purchases have been delivered to the specified address and signed for, they are no longer covered by insurance. If you are unavailable when your package arrives, our courier will make two more attempts to deliver your purchase.

If you won't be in, you can choose to waive the signature on the shipping page at checkout. Please be aware that if no signature is collected, you agree to our terms and conditions and take full responsibility for any loss or damage that may occur. Please note, orders containing items of high value may still require a signature, even if you did not select to sign for your order on arrival.

Retailer Premier

A signature is required at the time of delivery for our same-day delivery service.

Your Delivery Options

Our delivery options may vary. View what's currently available at checkout.

You will be notified at checkout if your order or part of your order is coming from Italy as it may affect the delivery options available to you.

Premier Daytime: 15 GBP

- Delivery between 10am-6pm, seven days a week
- Place your order by 10am for same-day service in London and selected surrounding areas
- Allocated 2-hour delivery window
- Select a nominated date for delivery up to seven days in advance

Premier Evening: 15 GBP

- Delivery between 6pm-9pm, Monday to Friday
- Place your order by 2pm for same-day service in London and selected surrounding areas
- Allocated 2-hour delivery window
- Select a nominated date for delivery up to seven days in advance

Next Day: 10 GBP

- Order by 3pm to receive your purchase next business day
- Delivery between 9am-5pm, Monday to Friday
- Please note, purchases made after 3pm on Friday and during the weekend will arrive the following Tuesday

Nominated Day: 10 GBP

- Choose a day that works for you up to 7 days in advance
- Delivery between 9am-5pm, Monday to Friday

Standard: 7 GBP

- Enjoy Free Standard Delivery on orders over £200
- Receive your purchase within 3 business days after your order has been accepted. If your items are coming from another location, they will be delivered within 5 business days
- Delivered 9am-5pm, Monday to Friday

Our Delivery partners

Our shipping partner, DHL, offers you the flexibility to make changes to your delivery while it's on its way to you using DHL On Demand Delivery (ODD). Whether you need to schedule a delivery for another day or remove the signature requirement, ODD makes it easy for you.

Once your order has left us and is with DHL, they will contact you via SMS and/or email to let you know when to expect the delivery. If ODD is available in your location, this message will also contain a link to the ODD site). All you need is your tracking (shipment waybill) number.

Here's a few options you can select to customize your delivery:

Schedule Your Delivery

If your estimated delivery date doesn't suit, you have the option to select another date within 5 working days.

Where available, you'll also be able to select a timed window to receive your order.

Signature Release

If you'd prefer not to sign for your delivery, you can remove the signature requirement. Please note that if you choose to remove this, Retailer and DHL cannot be held responsible for any loss or damage that may occur once your order has been delivered.

Leave With Neighbor

Request for your order to be left with your neighbor by providing DHL with their house number and any further instructions. Please note that if you select this option, Retailer and DHL cannot be held responsible for any loss or damage that may occur once your order has been delivered.

Collection from a DHL Service Point or Parcel Locker

If you won't be in for your delivery, you can choose to pick this up from DHL Service Point.

DHL ODD will show you the nearest DHL Service Points, so you can select which one works best for you. They'll then contact you to let you know when it's ready to collect and how long you have to pick up your delivery. Please note that if the parcel is not collected within this timeframe, it'll be sent back to the DHL depot.

To collect your parcel from a DHL Service Point you'll need to bring two forms of ID:

- A photographic ID (e.g. passport or driving license)
- Your email/SMS notification from DHL

In the UK, you can also select an InPost Locker to pick up your order from. When your order is ready to collect, DHL will provide you with a key code by email and/or SMS which you'll need to collect your parcel. They'll also let you know how long you have to pick up your purchase.

Vacation Hold

Still on vacation? You can request DHL to hold your delivery for up to 30 calendar days for you. Where available, you'll also be able to select a timed window to receive your delivery.

Shipping Restrictions

Due to transport restrictions, we are unable to ship pressurized or flammable items by air. As a result, orders containing fragrance, nail and aerosol products must be delivered via our Standard shipping option or our Premier service.

As we're unable to deliver to certain postcodes, we suggest that you select a different shipping destination. Contact our Customer Care team to help you choose an alternative.

Retailer Premier FAQs

Retailer Premier

For customers based in London and selected surrounding areas, our Retailer Premier team is at your service from the moment an order is placed until it arrives at your door.

With a one-hour delivery window available, you can choose when to receive your order - weekday or weekend, daytime or in the evening - up to seven days in advance.

Delivery

We have a fixed rate for deliveries across all London postcodes.

Premier Daytime: 15 GBP

- Place your order by 10am for same-day service in London and selected surrounding areas.
- Delivery between 10am-6pm, seven days a week.

Premier Evening: 15 GBP

- Place your order by 2pm for same-day service in London and selected surrounding areas.
- Delivery between 6pm-9pm, Monday to Friday.
- Please note, our Evening service is not available on Public Holidays.

Receiving your purchase

- When placing your order, please enter a mobile number suitable for us to reach you on with any information regarding your delivery.
- On the day of your delivery, you will receive an email and text message confirming your one-hour delivery time-slot.

Returns

If you wish to make an exchange or return, please notify us of your request using our online returns form. Our Premier team will then be notified and your collection will be arranged.

Please be mindful of the following:

- Our Premier team will take care of your request and you do not need to contact us separately.
- We will be in touch within 48 hours after your return request has been raised to confirm a time for your collection. This will be communicated via text and email.
- As you received your order via our Premier delivery service, you do not require a label for your return.
- All you need to do is place your return in the carrier bag with your return proforma invoice ready for the driver to collect.

Contact us

If you need any help, email premier@Retailer.com or call 0800 044 5703 or 0330 022 5703 from a mobile, 8am-9pm GMT on weekdays and 8am-6pm GMT on weekends.

Retailer Payment FAQs

Payment methods

Retailer accepts the following payment methods. Please note, available payment options may change depending on the items within your shopping bag. Payment is only debited from your card at the time of dispatch.

Store Credit:

If you have store credit and are logged in to your Retailer account at the time of purchase, this payment method will be used automatically. You can pay any remaining balance with a payment method of your choice.

Credit Card:

We accept Visa, MasterCard and American Express, Maestro and JCB cards.

PayPal:

When selecting this option at checkout, you will be directed to the PayPal site to complete your purchase before returning to Retailer.

Apple Pay:

Make sure you are logged in with your Apple ID. If necessary, enter your billing, delivery and contact information to confirm payment.

Klarna:

Pay Later

- Pay for your order within 30 days with no fees or interest

Pay in 3 instalments

- Pay for your order in three interest-free instalments

Klarna will perform a soft search with a credit reference agency and this will not affect your credit rating. For more information, [click here](#).

Payment security

Retailer uses Secure Socket Layer (SSL) technology to encrypt and protect the data you send us over the internet. If SSL is enabled, you will see a padlock at the top of your browser and you can click on this to find out more information about the SSL digital certificate registration.

You will also notice that when you look at the URL at the top of the browser you will see that it begins with 'https' instead of 'http'. This means that you are in secure mode.

Retailer is registered with Cybertrust as an authentic site. This ensures that your information is kept private between your web browser and our web server.

PSD2 Authentication

If your card issuer is based in the EU, you may be asked to verify your payment due to a new requirement under the second Payment Services Directive (PSD2). You'll be directed to a dedicated page to enter further information or asked to authorize the payment using your mobile phone. Once completed, you'll return to Retailer.

Saved Card Details

To make shopping quicker in future, you have the option to safely store your credit card details.

Your full card details will never be displayed, only the last four digits so that you know which card you're using.

You can choose not to save your card details by unchecking the box on the payment page. If you change or add a new address, you'll need to re-enter your card details.

Taxes and Duties

Taxes and duties are calculated according to your shipping destination and itemized on the Order Summary page. Make sure you select your location to view the correct local market pricing, delivery times and shipping costs.

We ship to your destination on a DDP (Delivery Duty Paid) basis, which means that all relevant import taxes and duties will be included in the final purchase price.