

REFUND POLICY

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unwashed and unworn and undamaged; no deodorant, perfume, make-up stains, hygienic sticker is still on etc. We reserve the right to reject any return that shows signs of wear or do not meet the above criteria. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@plushwear.com . Please note that returns will need to be sent as follows:

1. Provide a valid reason to replace or return the product (e.g. defective items) and provide a valid reason to replace or return the product (e.g. defective items) and include photos with proof.
2. After we have successfully notified the supplier and they have approved the order return or refund, the product must be returned to the supplier. Please do not return items at your own expense to the address on the shipping label or return label, that is not our return address and will affect your return process!
3. Next, you must return the product and provide a tracking number.
4. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.
5. Once the tracking number has been provided to us (or once the supplier has received the returned product), a refund will be credited back to the card on file. In order to process a refund for an order, we will require a tracking number to be provided for the order/item return.

NOTE:

- Shipping charges are not subject for refund.
- Items from different orders cannot be combined within the same return.
- If multiple returns are created for different items within the same order, they must be sent back separately with the correct returns label.
- We may withhold the refund until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.
- If you want to use the original shipping packaging to return items, please remove/cover the shipping label on the outside of the packaging to avoid your return being sent to you by mistake.
- Please make sure that the item you are returning matches the details listed on your return request in order to prevent us from being able to process your refund.
- Once you have placed your order we are unable to make any changes. Please ensure the items in your order and address are correct before purchasing. If you are unsure please email us at info@plushwear.com before you order.

You can always contact us for any return question at info@plushwear.com.

You can return your items as long as the following conditions are respected:

1. Your item must be in perfect condition and accompanied by their corresponding receipt. We will not accept the return of items that have been used, washed, don't have an inside label, or are in bad condition. All returns must be sent back in their original condition.
2. Items cannot be exchanged or returned without the complete original packaging and/or seal.
3. Perfumery products that are not wrapped or sealed cannot be exchanged or returned for hygiene reasons.
4. Earphones, headphones, accessories, body care and hygiene products cannot be exchanged or returned for hygiene reasons.
5. Underwear, swimwear, and bodysuits cannot be exchanged or returned without their original hygiene sticker and/or seal.
6. Exchanges or returns are not permitted in the case of items that are modified/customised at the request of the customer, nor items purchased in another market.
7. Socks, disposable cups or water bottles cannot be exchanged or returned for hygiene reasons.
8. Your item is marked down 25% or more and is a final sale.

Damages and issues

Please inspect your order upon reception and contact us immediately (within 24 hours of receipt) if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

If we find that returned products do not meet the return requirements, such as but not limited to washed, damaged, unsealed, activated, removal of the original tags attached, damage to the hygiene sticker, or any other situation, we deem the product not suitable for resale. "Plussh" will not be able to offer you a refund. In such case, we will return the product to you at your cost.

In exceptional cases, we may at our sole discretion, out of a gesture of goodwill, offer a partial or full refund on the returned item even if it does not meet our refund requirements instead of sending it back to you.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

European Union 14 day cooling off period

Notwithstanding the above, if the merchandise is being shipped into the European Union, you have the right to cancel or return your order within 14 days, for any reason and without a justification. As above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

You can return any purchase within 14 days without justification (see 14-day cooling-off period). After 14 days, you can usually only ask for a partial or full refund if it's not possible to repair or replace the goods. Please note that you might not be entitled to a refund if the problem is minor (such as a scratch on a surface).

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at info@plushwear.com

Last updated: 22.06.2024