**HE\_Collection**

**DELIVERY POLICY**

**UK DELIVERY**

* All orders will be processed within 2 working days of receiving the authorised payment.
* We will send email confirmation once your order has been confirmed and when your order has been dispatched.
* If the product is out of stock you will be informed immediately.
* All orders placed on UK Bank Holidays cannot be processed until after the next working day.
* Please note all UK orders are dispatched securely, tracked and will require a signature upon arrival. It is the customer's responsibility to track his/her shipment.
* For UK failed attempted deliveries, there may be a redelivery charge.
* For any queries regarding delivery, please contact us.

**INTERNATIONAL DELIVERY**

* We offer an international delivery service on all international orders.
* We will send email confirmation once your order has been confirmed and when your order has been dispatched.
* Orders will be shipped via courier and shipping times will vary from country to country depending on custom clearance procedures. All orders should arrive within 4-7 working days depending on your destination country.
* Delivery charges are different for every country as it depends on the delivery location and weight of the package. Delivery charges will be calculated at checkout.
* Please note all orders are dispatched securely, tracked and will require a signature upon arrival. A tracking number will be sent to the customer once the order is shipped to track the shipment. It is the customer's responsibility to track his/her shipment.
* Taxes and import duties are calculated according to your shipping destination and will be displayed in the Order Summary Page.
* UK VAT will be applied to all UK & International orders.
* Please note that HE\_Collection cannot be held accountable for delays in Customs clearance and cannot be held liable for any import duties payable. All import duties will need to be paid by the recipient upon delivery.
* We advise all customers to make themselves aware of all charges before confirming the order summary.

**RETURN POLICY**

* If you change your mind about your purchase, please return items in a saleable, unworn and undamaged condition and in its original packaging within 14 days of receipt.
* We will offer you a refund, excluding postage costs. The refund will be to your original payment method/card.
* Please allow up to 10 working days for this to be processed from the day you return the products.
* We recommend any returns posted, are sent by recorded delivery as we cannot accept liability for items lost in transit.
* Returns can only be carried out if you return your order to the returns address shown here.
* If you have any issues with returning your items please email [customerservice@hecollection.co.uk](mailto:customerservice@hecollection.co.uk) quoting your order number, name, items you wish to return and reason for return.

**RETURN DELIVERY CHARGES**

* We do not offer free returns. When returning unwanted items, you will be liable for the cost of posting it back to us.

**FAULTY OR INCORRECT ITEMS**

* All our items are inspected before dispatch. However, should you receive a faulty or incorrect item please contact us and send the item(s) back to us at our returns address.
* All faulty items should be returned within 14 days of receipt, in an**unworn condition** and in its original packaging.
* All items are fully checked when returned. If we find that your item is faulty then we will refund you the full cost of your product including your original delivery charges.
* Please allow up to 14 days for your refund to be processed from the day you return the products. You will receive an email confirming the refund and the original order value with the refunded amount.
* After you receive the refund confirmation email please allow at least 5 working days for your refund to be credited back to your account.
* Your card issuer or bank is responsible for crediting your account so we do not have any control over the described time frame.
* If your card has expired or has been declined we will arrange for another method of payment.

**NOTIFICATION OF RECEIPT OF YOUR RETURN**

* Once your return has been processed we will contact you via email to let you know.
* If you do not receive an email from us within 14 days, please contact us and we investigate this for you.

**STATUTORY RIGHTS**

Your UK statutory rights are not affected by our returns policy.