

Phuket Shopper Return Policies

Clothing, apparel, swimsuits & lingerie return policy

This return policy is applicable to all items purchased from our clothing and apparel categories, which include swimwear and lingerie.

Quality problems (DOA)

If the item arrived broken, damaged or with defects, please contact us within 3 days from the delivery date and then follow the instructions shown in our 3 Days Product Guarantee.

Return unsatisfactory product

If there are no quality-related issues, but you are still not satisfied with your purchase, you may be eligible to return the items for a refund within 3 days of receiving your order. We will refund you the items price after we have received your package and inspected it.

Note:

-All returned items must be in brand-new condition, unused, unwashed and with original tags and packaging.

-You will be responsible for all shipping fees incurred.

-Due to hygiene reasons, underwear, earrings lingerie, underwear, swimwear can not be returned. If there is a manufacturing fault with your clothing or it does not match what you ordered, please do not hesitate to submit a DOA claim.

Received the wrong item

You can:

1) Exchange it for the new correct item;

OR

2) Return it for a full refund.

Please contact us and send us the details about the wrong item within 3 days after delivery. We will resend the correct item for free or refund you the full price.

Note: All returned items must be in brand-new condition, unused, unwashed and with original tags and packaging.

Size does not match

We have listed all the details about item sizes on the related product pages. If you find the size does not fit, please check our description and your order information first.

1) Size not as ordered: You can contact us directly for a full refund or a free replacement of the item in the correct size.

2) Size as ordered but does not fit: There may be a 3cm/1.5 inch size inaccuracy due to hand measurements. You can contact us and apply for a return. In these cases, you will be responsible for all shipping fees incurred. Due to hygiene reasons, underwear, earrings lingerie, underwear, swimwear can not be returned. We recommend you carefully check the size of your items before ordering.

3) If the size difference is greater than 3cm/1.5 inch, we will cover the cost of the return postage. Please contact us to arrange a return.

Color does not match

The precise color of the items may vary depending on the specific computer screen, the settings and the lighting conditions. Slight color mismatches between the color of your item and the color shown on screen may not mean that the item is defective or mismatched. However, if you feel that you have received an item in the wrong color you can follow the same procedure as detailed in the section above " Received the wrong item".

Notes:

- If you refuse delivery of a parcel due to import duties or taxes, you assume all liability for all costs involved in returning the item to us.

- You are also liable for any import duties or taxes incurred during the return process.