

Test Valley School of Dance Returns Policy

All returned items, unless faulty must be in a re-saleable condition including the garment bags, packaging and accessories.

All of our garments should be checked before use, as we do not accept worn clothing back, unless a fault has quickly revealed itself after initial wear. In such isolated cases the garments need to be washed before return. Returned goods which are not faulty must be in their original unmarked packaging, and must be returned within 14 days of purchase. If returning an item by post, please use a tracked service and that you obtain proof of postage. Account credits will be issued upon receipt of returned goods and your account is automatically credited. Refunds to credit/debit cards will not be done automatically.

Please note that garments which are not regular stock items cannot not be accepted back for credit. Where a product has a hygiene sticker warning that the product cannot be returned once the sticker is removed, a refund or exchange will not be given if the seal is broken except in accordance with legal rights. Tights may not be returned once opened unless they are faulty.

We are unable to accept returns if:

- The actual label or tag inside the garment has been removed, or marked in any way
- An item has been returned without the included accessories
- The date we received the return is more than 14 days after the invoice date

Please be aware that returned items may take up to 14 days to be processed.

Delivery Information

- Orders for items which are in stock will be available for collection within 7 days of date of purchase
- Where an order is placed for an item which is not currently in stock or not held in stock you will be notified within 48 hours of acceptance of your order and notified of the estimated availability of the item
- Collection will be available at one of our collection points. Other collection points or delivery may be available by special arrangement
- Items can be posted for an additional cost. Prices for postage will be based on Royal Mail services. For alternative courier services please contact us before placing your order. Acceptance of goods also constitutes acceptance of the terms and conditions.
- Delivery cannot be guaranteed and the Test Valley School of Dance cannot be held responsible for parcels lost or delayed. For upgrade options please contact us before placing your order.
- Customers who change their delivery address online must ensure any details entered are correct. The Test Valley School of Dance cannot be held responsible for non-delivery of goods due to inaccurate address information supplied.
- We reserve the right to decline orders from non TVD members / students