

RETURNS & EXCHANGES

Whyte Studio has a 14-day return policy: you have 14 days from when your order is delivered to ship it back to our head office for a refund or exchange. Contact us at info@whyte-studio.com with your order number if you have any problems.

Returning your purchase

- Email info@whyte-studio.com to authorize a return.
- Returns will be at the customers expense.
- You can view your orders and must request a return or exchange item for any unwanted items.
- Place the item(s) in the original shipping box, or any other solid carton box.
- Close the box and tape it securely.
- Accepted returned items will be credited to the payment method used to originally purchased the items.

Exchanges

Purchased items are exchangeable into a different size. All exchanges are based on stock availability and are shipped to you free of charge. Should you be interested in an alternative style or colour, please return your item/s to us and simply purchase the new piece separately at www.whyte-studio.com.

Receiving a refund

Your refund will be credited to the same form of payment from where the purchase was made. If the complete order is returned the refund will include standard delivery costs from Whyte Studio to you. Please note that in case of a written notice and proof of a return to Whyte Studio within 14 days upon arrival, we will issue a refund latest on day 14. In case we have not received a written proof of a return, we allow 30 days to issue a refund.

Please note that a deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary.

Important information

- Items must be returned to us in perfect condition accompanied by the return information label.
- Make sure all products are exactly as you received them, with tag and seal still attached.
- All shoes must be tried on a carpeted surface until you have decided to keep them.
- Shoes should be returned in their original, undamaged shoes box as this is considered part of the product.
- Please make sure to return the shoes and shoe box inside another solid carton box to not damage the original packaging.

For Worldwide orders please send the package to:

Whyte Studio Online Returns

Studio 4.07, 7 Whitechapel Rd, London, E1 1DU

For Australia Returns

AUS Address: 2 Hasp Street, Seventeen Mile Rocks

Mount Ommaney Drive, Brisbane, 4074

Sale

Our regular online return and exchange policy as described above applies during sale periods too.

Whyte Studio quality guarantee

If an item received is classified as faulty and was received damaged, you must contact us within 7 days of receipt.

Please print this form, fill it in and place inside the package.

Alternatively, email the information to info@whyte-studio.com

PLEASE TICK*

RETURN

EXCHANGE

| Order number* | Product name | Reasons for return/ exchange |
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* Mandatory fields