

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.
- No returns accepted on any sale 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.

- No Exchanges accepted on any sale items

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

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.

Returns or Exchanges

Please print this form, fill it in and place inside the package. Alternatively, email the information to info@whyte-studio.com

ORDER DATE	ORDER NUMBER

WHYTE®
STUDIO

CUSTOMER NAME	PHONE NUMBER	EMAIL ADDRESS

QTY	PRODUCT NAME	COLOUR	SIZE	REFUND	EXCHANGE	REASON	NEW SIZE	REASON CODE

PLEASE NOTE

- 14 day return policy
- Please retain all original packaging
- All returns are at the customers expense, unless a mistake has been made at the dispatch stage.
- We aim to process all refunds within 3 days of receiving your item back to us, however, at busy periods this may take slightly longer.
- Once a refund has been placed please allow a further 5 days for it to reflect into your account.
- All refunds are processed via the original payment method.
- Whyte Studio return ribbon must be attached.
- No Returns on any sale items

REASON CODES

- 1 - Not as expected
- 2 - Ordered different size
- 3 - Arrived too late
- 4 - Poor quality
- 5 - Too small
- 6 - Too big
- 7 - Doesn't suit
- 8 - Faulty

The Whyte Studio Customer Return Instructions

Whatever the reason, returning your item back to us couldn't be easier: Simply follow the steps below to ensure you get exactly what you want

1. RETURNS NOTE

Simply fill out the relevant criteria for the item(s) you wish to return to us



2. WRAP IT UP

Using the original packaging, wrap up the items you wish to return, including this returns note.



3. POST IT

We recommend a tracked service to return the package to our returns address displayed at the bottom of this page.



RETURNS ADDRESS - Studio 4.07 Whitechapel Road, London E1 1DU United

For all enquiries please call - 020 3176 8018 (Mon-Fri 10am-5pm) or E-mail info@whyte-studio.com