

Return and Refund Policy

At Slouchy Club Clothing, we want you to love your purchase as much as we loved creating it. However, we understand that sometimes an item might not be quite right. Below you'll find our full return and refund policy, so you know exactly how it works before placing an order.

1. Return window

You have **14 days** from the day you receive your order to return your item(s). To be eligible for a return:

- The product must be **unworn, undamaged, and unwashed**.
- All **original tags** must still be intact.
- The item must be in a **resellable condition**.

We cannot accept returns for items that are used, visibly worn, damaged.

2. Shipping costs

- **Flat shipping fee:** We charge a fixed shipping fee of **€4.95** per order.
- **Non-refundable:** This original shipping cost will not be refunded when a return is processed.
- **Return shipping:** The cost of sending the item back to us is the responsibility of the customer.

This means that your refund will always be the purchase price of the returned item(s) **minus** the original €4.95 shipping cost.

3. How to return your order

1. **Repack the item** securely in its original condition and packaging.
2. Clearly write the following return address on the outside of the parcel:

Slouchy Club Clothing
Sint Oedenrodeseweg 67
5681 PJ Best
The Netherlands

3. Drop off your parcel at **any parcel point** — you may use any carrier (PostNL, DHL, UPS, DPD, etc.).
4. We recommend using a **trackable shipping service**, as we cannot take responsibility for lost or untraceable return shipments.

4. Exchanges

If you wish to exchange an item for a different size or color, please be aware that:

- You will need to **return the original item at your own cost**.

- You will also be charged a **new €4.95 shipping fee** for sending the replacement item to you.

💡 **Tip:** To avoid unnecessary costs, we strongly recommend checking our **Size Chart** on the website before ordering.

5. Refund processing time

Once we have received and inspected your return:

- Refunds will be processed within **10 business days**.
- We will notify you by email once your refund has been issued.

6. Damaged, incorrect, or defective items

If your order arrives damaged, defective, or incorrect, please contact us within **48 hours of delivery** with photos of the issue so we can arrange a solution.

7. Items not eligible for return

We will not accept returns for:

- Worn, washed, or damaged clothing.
- Items returned after the 14-day return period.
- Items missing tags or original packaging

If you have any questions about your return, feel free to reach out to us at info@slouchyclubclothing.com we're here to help.