



Customer Returns Policy

How to Return

Items must be returned via our online returns portal.

One free return label is available for each delivery for all customers via the returns portal.

Items must be returned within a window of 30 days from date of purchase.

Items eligible for return must be returned within the Return Standards (see below).

Please note, each parcel received needs to be returned separately, as they are returned to separate locations. The portal will ask you to create your labels 1 by 1, and stick these on your parcels as you go. You must make sure that the parcels that you received are returned separately to ensure they are returned to the right location. Do not include items from multiple parcels within one return parcel.

Woo holds no risk for items that have been returned to the incorrect location. The correct store needs to receive your return, in order for your refund to be processed. Any additional shipping costs to get the correct items to the correct locations will be deducted from your refund.

Return Standards

Not all items can be returned, as hygiene and customer safety is important to us. Any items returned outside of our return standards will be returned to the sender. Items must be returned in an unused, unworn, unwashed, un-altered, resellable condition, unless faulty. This is inclusive of packaging, labels and tags. Unless faulty, any items returned that do not meet the Returns Standards will be returned to you.

The items listed below cannot be returned if opened, used, or the seal/hygiene seal has been removed /broken. This is inclusive of, but not limited to:

- Beauty and hair care products, including any beauty or wellness tools, sponges, bath salts, brush cleaners etc.
- Any feminine hygiene products, including period cups, tampons, pads and intimate wash.
- Any vinyl records and magazines.

The items listed below cannot be returned unless faulty. This is inclusive of, but not limited to:

- Any food/ingestible items including supplements, vitamins, long-life food products or sealed food storage containers.
- Pet food products.

- Any products that have been personalised or made subject to your specific requirements.
- Sexual wellness products.
- Earrings.
- Underwear (excluding bras), period underwear, swimwear (excluding tops), bodysuits.
- Disposable or reusable face masks.
- Plants.

Refer to the product pages of the item you are purchasing to see whether or not this item qualifies for a return.

Refunds

You will receive a refund once your item(s) have been returned to us and processed within the warehouse(s). This can take up to 3 working days from the date of delivery back to the warehouse.

Refunds will be issued back onto the original payment method unless you indicate an alternative preferred payment method.

You will be notified once a refund has been processed. It may take up to 5 working days for the refund to appear in your bank account.

If you have used a voucher and the voucher is still active, the money will be returned to your voucher for you to use on your next purchase. If your voucher is no longer active, then you will not be refunded for your purchase. However, if you would like to return an item and reorder it in another size, we will honour the voucher for you - please get in touch with our customer service team.

If you have used a discount code on your order, you will not be refunded this amount and you may not be able to use this code again. If you would like to return an item and reorder it in another size, we will honour the discount code for you - please get in touch with our customer service team.

Exchanges

Currently, woo does not offer exchanges.

Replacements are available for faulty items, instances where the incorrect item is received, or items that need to be re-sent due to carrier issues.

Faulty items: Returns and Repairs

Woo is on a mission to create a more circular economy and in the unlikely event you receive a faulty item, where possible we will offer you the option to have your item repaired, rather than replaced.

In line with customer trading standards, you are welcome to have a replacement or a refund if a repair is not possible, or this is what you would prefer. However, we hope that you will join us in our mission to protect the environment and reduce our carbon footprint.

If an item is delivered faulty or develops a manufacturing fault within 6 months and you wish to choose a repair, you must get in touch with our Customer Service team straight away and provide three images of the item in good light, so we can arrange the repair for you.

For items that develop a manufacturing fault, the 6 month window in which we will try to offer a repair is only for manufacturing faults and does not cover wear and tear, product neglect, wilful damage, accidents, repairs or alterations by you or a third party not agreed through our repairs policy, issues due to the product not being used in line with instructions and issues due to the environment in which the product is stored.

Faulty items returned outside of this 6 month period will not be eligible for repair or replacement.

If we make a repair and the item is still faulty or becomes faulty again within a reasonable timeframe, we may offer a full or partial refund, taking into account the nature of the fault and how long you have used the item for.

For further information on the type of pictures required, please refer to our [**FAQ page**](#).

Christmas returns policy

The returns window is 30 days from purchase date, which will be extended during the Christmas holiday period and will be announced closer to the time.

Responsibility

It's your responsibility to make sure that your parcels get back to the warehouses safely. Please make sure that your parcel is properly secured and packaged, so that it isn't damaged on the way. Please make sure that all of the required information has been filled out prior to sending your parcel within our returns portal so that we know it's yours when we receive it. We may be unable to refund you if the item has been lost or damaged during transit to us because you did not parcel it securely or in its original packaging, or if you do not provide us the information we need about your return in order for us to refund you.

Please ensure that you ask for and keep hold of your proof of sending from the returns method used in case there is an issue with the delivery to us, or you need to get in touch with us about the return.

We are not responsible for any items that are accidentally returned to us. However, we will do our best to locate these items and have them returned to you. Please note that you may be required to cover the return postage for this shipment.