

## **TERMS AND CONDITIONS**

### **Our Guarantee**

If you are not delighted with any of our products for any reason, simply return them to us unworn with the tags still attached and in the original packaging within 14 days of receiving them and we will gladly exchange or refund the original cost of the goods. This guarantee is in addition to your statutory rights.

Although we aim to supply your order within 1-2 days, at busy times please allow up to 3-4 days for delivery. Customers are advised that styles & colours may differ slightly from time to time from the images shown.

### **Security**

Please note that payments are taken on a secure website so that you may order with confidence.

We respect your privacy and we do not sell our mailing list or pass customer information on to any third party other than to our secure server solely for the processing of orders.

We conform to the Data Protection Act, 1998 and General Data Protection Regulation May 2018.

### **Returning Goods**

Customers are responsible for any returned goods reaching us and should therefore obtain a proof of posting certificate (available free from your Post Office) in the event that your returned package is not received by us.

### **Cancelling Orders**

Under the United Kingdom's Distance Selling Regulations, you have the right to cancel your order at any time from the point of ordering until seven working days after delivery. Should you wish to do so, please email [kerry@thighsthelimit.co.uk](mailto:kerry@thighsthelimit.co.uk) or telephone Customer Services on 01743 588188.

### **International Orders**

We are happy to supply goods internationally but countries outside the European Community may make additional import duty charges. We regret that this is beyond our control and customers are advised that they are liable for any such charges.

## **RETURNS POLICY**

We are committed to quality products and your satisfaction is 100% guaranteed. If for any reason you are not completely satisfied with your purchase, you may return it in pristine condition within 7 working days. A full refund will be sent for the cost of the item, excluding shipping costs.

Please return your item in the original packaging and specify the reason for return, and whether you require a refund or replacement. Failure to do so will delay processing your return.

When you ship your return order, please ensure you get proof of delivery or tracking number as return shipping is not our responsibility. We do not except any liability for returned items getting damaged or lost during transit. It is free to request a "proof of postage" from your Post Office.

Please include the following details for all returned items:

Order number - First & Last Name

Address - your address details

Description - of the item(s) you want to return

Reason - specify reason for return.

Refund or Exchange - specify what action you would like us to take for you.

Address for all correspondence & returns:

Thighs the Limit, 70a Mardol Shrewsbury Shropshire SY1 1PZ

## **Guide to Caring for your Lingerie**

Due to the delicate nature of our Hosiery and lingerie designs we do recommend that you follow the care instructions on each garment label.

All our lingerie should only be hand-washed with a suitable mild detergent.

Please do not attempt to machine wash any of our products as this will risk damage to the fine fabrics.

Thighs the Limit will not replace or refund machine washed garments.