



DE' JON PIER'E™

Delivery & Returns & Refunds

Delivery

For Express & Next Day Delivery

At De'Jon Pier'e TM we work hard to get your item out to you within a reasonable time frame. Although it's not possible to give you an exact time, we work our hardest to get the items delivered asap.

Delivery Times

Standard Delivery (UK Only): 3-5 Working Days

Express Delivery (UK Only): 1-3 Working Days

Next Day Delivery (UK Only): 1 Working Day - Order before 5:30pm for same day dispatch (Orders On A Weekend (including Friday Night) Will Arrive On Tuesday*)

Delivery Information

A signature may be required on receipt of your parcel. If you're not in when your parcel arrives, a card will be left telling you where it is. It might be left in a safe place or there will be details on how to pick up your order or rearrange delivery.

* Deliveries are not made or shipped on bank holidays, so you can expect your order to arrive the next working day.

We can deliver to your permanent residential address or your place of employment. If you want your delivery to reach you at work, you need to be sure that someone will be there to take receipt of the goods as the courier will deliver to the place not the person.

You own the Products once we have received payment in full, including all applicable delivery charges.

If your order has not arrived by the estimated delivery date, we're here to help.

We are unable to amend any part of your order or change the delivery or payment method once your order is complete.

If you are missing an item in your package we may have sent your items in separate parcels so please check your emails to see if any of your items will be arriving separately. If your order has been sent in different parcels then each delivery note will tell you the items you can expect to find inside. Please check the delivery notes from each part of your order to make sure you're not missing anything.

IF YOU HAVE PAID FOR YOUR PRODUCT AND THERE HAS BEEN MANY ATTEMPTS TO DELIVER YOUR PRODUCT PLEASE NOTE WE ARE NOT LIABLE TO REFUND YOU BACK FOR THE ITEM, ONCE ITEM IS PAID FOR AND THE CUSTOMER IS SENT THE TRACKING INFORMATION THIS IS NO LONGER THE RESPONSIBILITY OF DE'JON PIER'E TM, IT BECOMES THE RESPONSIBILITY OF THE CUSTOMER.

THE FOLLOWING APPLIES TO EU COUNTRIES ONLY (NOT THE UK)

Brexit has affected the way in which we can ship goods to the EU.

To simplify your shopping process and prevent any hidden fees at checkout or when your order arrives in your country, we guarantee that any extra taxes and duties caused by Brexit are included in the price of our products. You make one payment on our website and we will ship your goods as normal.

If you would like to find out more information before placing an order please contact our Customer Services Team at info@dejonpiere.com

Additional taxes, fees or levies may apply according to local legislation. No VAT or duties were collected by De'Jon Pier'e TM during the order process.

Returns

Exchange: Need a different size or colour? Simply pop it back to us with a note explaining which size you'd like and we'll do the rest...

Exchange or receive a gift voucher within 28 days of delivery confirmation.

Returns Address:

Kemp House, 124 City Road, London EC1V 2NX

Refunds

Refund Policy: Returns must arrive to us within 7 days of date of delivery tracking confirmation for a refund. Please make sure that your email address & telephone number is entered correctly at checkout to receive relevant information. Please email us if you have a problem.

Please indicate Exchange or Refund on the returning invoice.

You can return any item for a refund within a strict 7 days of delivery tracking confirmation.

Please make it clear to us written on the invoice. We will refund the price you purchased your item and can take between 1-2 weeks normally to occur. This includes sale items. All goods will be inspected on return. Please return all products in original packaging, with all tags and labels still attached, completely unworn. The goods are your responsibility until they reach our warehouse, so make sure it's packed up properly and can't get damaged on the way! In the event that an item is returned to us in an unsuitable condition, we may have to send it back to you. We recommend you obtain proof of postage/Tracking.
