



RETAIL RETURNS POLICY

MermaidsUK tails and mono fins are checked by our Senior Management before leaving our offices.

MermaidsUK accept no responsibility for damage due to general wear and tear or failure to meet the guidelines set out in our Safety and Care Leaflet that is sent with all products.

Missing Items

Any missing items must be reported to MermaidsUK via email (info@mermaidsswimuk.co.uk) within 48 hours of receiving the goods. Missing items will then be dispatched, within 5 working days, providing MermaidsUK can confirm the item is missing through their quality control checks.

Damaged or Faulty Goods

MermaidsUK will only accept returns on goods that are damaged or faulty on receipt of the Buyer, providing they are returned to MermaidsUK unused and in the same condition as received by the buyer, including packaging, in which they were supplied, within 10 working days of receiving the goods. MermaidsUK will supply the buyer with the appropriate postage. To apply to return damaged or faulty goods, email (info@mermaidsswimuk.co.uk).

The buyer has the option to receive a full refund on the damaged or faulty good/s or receive a replacement. Refunds will be processed within 5 working days of MermaidsUK receiving the damaged or faulty goods and once quality control checks have been completed. Exchanges will be processed and dispatched within 5 working days of MermaidsUK receiving the damaged or faulty goods and once quality control checks have been completed.

Any goods that are damaged during transit are to be reported to MermaidsUK within 48 hours of the Buyer receiving the goods. The damaged goods will then be replaced by MermaidsUK once a claim has been submitted and successfully processed by the courier, allowing MermaidsUK to replace the damaged goods at no extra cost for MermaidsUK or the Buyer. Photographic evidence of damaged goods and packaging will need to be forwarded to MermaidsUK by the Buyer.

Returning Items where buyer is Unsatisfied

The Buyer has the right to return items that they are not satisfied with. This includes items that are too small, too big, not accurate to marketing images of the product when purchasing. The buyer must apply to return goods to MermaidsUK via email (info@mermaidsswimuk.co.uk) within 5 working days of receiving the goods. The goods must be returned unused and with all its original packaging. The buyer will be expected to purchase postage to return the goods to MermaidsUK office. MermaidsUK will then issue the Buyer with a full refund on the total that was paid for the goods.