



## REFUND POLICY

We ask that you please exchange or return your item/s in an original, unworn and re-sellable condition within 10 days of delivery. Note that botanical batch dyed colours are used and will naturally fade with time and may differ in colour. You may also notice natural vibrational tones across the fabric, which we think are beautiful.

If you're wanting to exchange your pieces let us know what you'd like to switch to. Alternatively, if you would like 110% store credit or a refund, let us know what you'd prefer and we will process this as soon as your return arrives. Please note that there is No Refund or Exchange on Clearance Items.

### When will I get my refund?

Please allow 1-2 business days for us to process your refund. Your refund will only be credited back to the original payment method. If you have used store credit or gift cards to pay for the full price, we will only reinstate the original amount of store credit. If you have used a store credit or gift cards to pay for part of the price, we will reinstate the original amount of store credit and process the remaining amount as a refund.

Please note that we will not refund any delivery fees or duties and taxes that you have paid at the time of purchase to have your order shipped to you. Our Customer Service team will be in touch to let you know as soon as your refund has been processed.

We will not accept any refunds or exchanges for garments that we believe have not been cared for correctly. Please take time to read the care tab for each product.

### Faulty garment?

As all of our items are lovingly cut, sewn and dyed on a small scale, it is possible we've made a mistake! If there has been something that we have missed in our quality control, please contact us at [hello@dealoves.co.nz](mailto:hello@dealoves.co.nz) with your order number, images of the damage, defect or fault so that we can resolve this for you as soon as possible. We have a 6-week faulty claims period (please note: this excludes general wear and tear or garments that have not been cared for correctly).

### Sending your return

dea Ethical

Atten: Returns

7 Rush Place

Havelock North 4130

Hawkes Bay

# dea

## FAQS

### What size am I?

We are on a mission to revolutionise sizing, and size psychology. We want you to feel good in your skin, which is why our sizing is generous and true.

### Shipping rates:

Please allow 2-6 working days for them to arrive.

### New Zealand Shipping Rates:

Free Shipping on orders over \$150

Standard Shipping in NZ: tracked \$10

Standard Rural Shipping in NZ: tracked \$15

