

MOSS

REFUND POLICY

We want you to be totally happy with your purchase so if you change your mind we are happy to exchange or refund any items bought at Moss that you are not completely satisfied with. These can be returned within 28 days from the date of purchase if they are unworn, unaltered and in their original packaging.

Proof of purchase is required to receive a full refund or exchange of goods.

Refunds will be made by the original payment method. In the event of the original purchase having been made by cash, we may not have the cash available for you in which case a cheque will be issued from our Head Office.

For hygiene reasons we are unable to offer a refund or exchange on toiletries, underwear and swimwear.

Refunds cannot be issued on unredeemed gift vouchers.

This does not affect your statutory rights.

Registered address: 8 St John's Hill, London SW11 1SA

Tel: 020 7447 7200

Company Reg 134995

Company VAT No.238 864 42 29