

RETURNS POLICY

Any unwanted product must be returned within 20 days from the moment your AlphaWolf order is delivered (if the order was placed online) or via social media.

WHAT CAN BE RETURNED?

We understand that sometimes something just doesn't work for you and you want to return or exchange. As long as item(s) are still in their original condition (with tags), you can return these within 20 days. Please see the below for any exceptions to this rule:

If an item is marked as 'Sale', this item is non-returnable.

Socks can be returned if they are sealed in their original packaging.

All Bottles are non-returnable due to hygiene reasons.

Gift cards can't be returned

In order to receive a full refund, all items must be returned to us unworn/unused and in the same condition you received them with their original packaging & tags. If an item is returned to us damaged, worn or in an unsuitable condition, we won't be able to give you a refund but we may consider a gift card (depending on the condition of the item) to be used at www.alphawolfgyewear.co.uk. All items are inspected on return.

Please keep any proof of return postage receipts as we'll need these if items go missing. Also, return postage will only be refunded if a mistake was made our end (e.g wrong item, size, colour or faulty product).

EXCHANGES:

We accept exchanges as long as item(s) are still in their original condition (with tags). Please see the below for any exceptions to this rule:

Socks can be exchanged if they are sealed in their original packaging.

All Bottles are non-exchangeable due to hygiene reasons.

Personalised items can't be exchanged.

Gift cards can't be exchanged

WHEN WILL I GET MY REFUND?

This depends on how long it takes your returns courier to get the item(s) back to us before being processed for a return at our warehouse.

We only offer refunds onto the original payment method used to make the order.

For purchases made by part-card, part-gift card, the refund will be supplied as a gift card for use at www.alphawolfgyewear.co.uk.

Refunds will be actioned as soon as possible from the date we receive your order back to our warehouse. Please note it can take up to an additional 7 working days for your refund to appear in your account once processed.