

RETURNS & REFUNDS POLICY

FROSTBOUND LTD.

FROSTBOUND

ENDURE

1. Introduction and Scope

- 1.1 This Returns & Refunds Policy governs the circumstances under which Frostbound Ltd. (“Frostbound”, “we”, “our” or “the Company”) accepts returns and processes refunds for goods purchased directly through our website or other authorised channels.
- 1.2 It forms an integral part of the contractual relationship between Frostbound and the customer and is issued pursuant to the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and other applicable UK and EU consumer protection laws.
- 1.3 Unless otherwise stated, this policy applies to both domestic and international orders, subject always to overriding provisions of mandatory local law in the jurisdiction of the consumer.

2. General Right to Return

2.1 Customers may return eligible items within 14 calendar days of receiving their order, provided that:

- The product is in its original, unworn, and unused condition;
- All original tags, protective packaging, and authentication materials are intact;
- The product has not been altered, washed, or worn (other than for fit inspection indoors).

2.2 To initiate a return, the customer must notify Frostbound in writing at returns@frostbound.co.uk within the 14-day period. Instructions and a Return Authorisation Number (RAN) will be issued accordingly.

2.3 The customer must dispatch the returned item(s) within 14 calendar days of issuing their return request. Returns received beyond this period may be rejected or credited at Frostbound’s sole discretion.

2.4 Returns that do not meet the conditions above will not be eligible for refund or credit and may be returned to the customer at their expense.

3. Non-Returnable Items

3.1 The following items are not eligible for return or refund, except where required by law:

- Items designated as “Final Sale” at the time of purchase;
- Bespoke, personalised, or made-to-measure garments;
- Pre-orders during their production period (see Clause 6);
- Gift cards or promotional vouchers;
- Items showing signs of wear, odour, or misuse.

4. Return Procedure and Customer Responsibilities

4.1 Returns must be securely packaged and include:

- The original item(s);
- The Return Authorisation Number (RAN);
- The original proof of purchase.

4.2 Unless the return is due to error or fault on Frostbound's part, the customer shall bear all costs and risks associated with return shipping. Tracked and insured postage is strongly recommended.

4.3 Returned goods remain the responsibility of the customer until received and inspected by Frostbound. We accept no liability for goods lost or damaged in transit.

5. Refunds

5.1 Subject to inspection and acceptance of the returned goods, refunds will be issued to the original payment method within 14 calendar days of receipt.

5.2 Delivery charges are refundable only if the entire order is returned, or if the return results from Frostbound's error.

5.3 Where goods are found to be returned in a damaged, altered, or non-original state, the Company reserves the right to deduct an appropriate sum from the refund, or to refuse the return entirely.

6. Pre-Orders and Refund Eligibility

6.1 Certain products may be made available on a pre-order basis, where the item is either manufactured, tailored, or sourced upon confirmation of order. Pre-order status will be explicitly stated at point of sale.

6.2 All pre-orders are subject to a standard production period of up to 30 calendar days, during which:

- The customer may not cancel the order or request a refund unless required by statutory law;
- The Company will initiate production and sourcing activities specific to the item ordered.

6.3 Cancellation or refund requests during this 30-day window will not be honoured unless:

- There is a failure by Frostbound to dispatch the product within the communicated timeframe;

- The customer exercises a legal right to cancel under applicable distance selling law that cannot be excluded;
 - A material breach of contract by Frostbound is established.
- 6.4 Once the product has been delivered, pre-orders fall within the scope of this policy and may be returned under Clause 2, subject to the standard conditions therein.

7. Faulty, Incorrect, or Damaged Goods

- 7.1 If a product arrives faulty, materially defective, or not in conformity with the contract, the customer must notify Frostbound within 48 hours of receipt at returns@frostbound.co.uk, providing photographs and a description of the issue.
- 7.2 Upon verification of fault, the customer shall be entitled to one of the following, at their election:
- Replacement (subject to availability);
 - Repair (where applicable); or
 - Full refund, including shipping costs.
- 7.3 Where no fault is confirmed, standard return conditions shall apply and no shipping reimbursement will be provided.

8. Exchanges

- 8.1 Frostbound does not operate a formal exchange system. Customers seeking an alternative size or style should initiate a return for refund and place a new order separately.

9. Legal Framework and Jurisdiction

- 9.1 This Policy shall be governed by and construed in accordance with the laws of England and Wales.
- 9.2 Any dispute arising under or in connection with this Policy shall be subject to the exclusive jurisdiction of the courts of England and Wales, without prejudice to consumer protection rights in other jurisdictions where such laws cannot be contractually excluded.

Authorised by Order of the Board Frostbound Ltd.
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