

Returns Policy

At Whitebox3 Ltd, Trading as The Ballet Barre Company, we want you to be completely satisfied with your purchase. If for any reason you are not happy with your item, you can return it to us in accordance with the policy outlined below.

Returning an Item

1. Eligibility for Returns

- You have the right to cancel your order within 14 days of receiving your item(s) under the Consumer Contracts Regulations.
- To qualify for a return, the item(s) must be:
 - Unused, undamaged, and in their original condition.
 - In their original packaging, including any tags, labels, or accessories.

2. How to Initiate a Return

- Contact our customer service team within 14 days of receiving your item(s) to inform us of your return.
- Provide your order number, details of the item(s) you wish to return, and the reason for the return.
- We will provide you with a returns reference number and detailed instructions for returning the item(s). Please note that it is your responsibility to arrange and cover the cost of returning the goods to us.

Refunds and Exchanges

- Once we receive your returned item(s) and verify their condition, we will process your refund or exchange.
- Refunds will be issued to the original payment method within 21 days of receiving the returned item(s).
- If you have requested an exchange, we will dispatch the replacement item as soon as possible, subject to availability.

Costs of Returns

- The cost of returning item(s) is the responsibility of the customer unless the item(s) were:
 - Faulty or damaged upon delivery.
 - Incorrectly supplied due to an error on our part.
- In such cases, we will reimburse reasonable return postage costs.

Non-Returnable Items

The following items are non-returnable unless faulty:

- Items that have been personalised, non-standard or made to order.

Damaged or Faulty Items

If your item(s) arrive damaged or faulty, please contact us within 48 hours of receipt. We will ask for photographs of the damage to help resolve the issue promptly.

For questions about the Returns Policy, please contact us at:

- Company: Whitebox3 Ltd Trading as The Ballet Barre Company
 - Email: sales@whitebox3.com
 - Phone: 01580 893889
 - Address: Unit 11 Durgates Lodge, Clapper Lane, Staplehurst, Kent TN12 0JS
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