

Returns and Failed Returns Policy

1. Returns Window:

- Customers have a generous 14 -day window, calculated from the date of purchase, to initiate a return for eligible items. This timeframe allows for a flexible and customer-friendly return process.

2. Eligible Items for Return:

To ensure the highest quality standards, items must be

- Unworn
- unwashed
- Have all original tags attached.
- No damage or imperfections

This policy guarantees that returned items maintain their integrity and meet our customers' expectations.

3. Initiating a Return:

- For a seamless experience, log in to your Summit account, navigate to the "Order History" section. This user-friendly process streamlines the return initiation, putting control in the hands of our customers.

4. Return Shipping:

- As part of our commitment to transparency, customers bear the cost of return shipping. We recommend opting for a trackable shipping service to provide visibility and peace of mind during the return journey. We do not accept any responsibility of lost returned items.

5. Refund Process:

- After the returned item undergoes a meticulous inspection, a refund is issued to the original payment method within 14 business days. This expedited process reflects our dedication to customer satisfaction.

6. Exchanges:

- While direct exchanges are not currently facilitated, our straightforward return process allows customers to efficiently place a new order, ensuring a quick transition to their preferred item.

7. Failed Returns

1. Inspection Process:

- Every returned item undergoes a rigorous inspection, ensuring the highest quality standards. Prompt communication is maintained with customers in the event an item fails to meet our return policy criteria.

Additional Clause - Inspection and Reporting

Inspection Conditions:

Returns may be rejected if items show evidence of wear and tear, damage, or any violation of the original condition. This clause emphasizes the importance of customers returning items in the same condition as received.

Customer Responsibility:

Customers are encouraged to thoroughly inspect items upon receipt. Any discrepancies or concerns regarding the condition of the received items should be reported to our customer support team promptly.

we aim to ensure a transparent and fair return process, protecting both Sumitt and the customer.

2. Rejection of Return:

- Sumitt retains the right to reject returns that fall short of specified conditions. Non-compliant items are promptly sent back to the customer, with associated shipping costs outlined clearly.

3. Restocking Fee:

- Failed returns may incur a nominal restocking fee, covering meticulous handling and inspection costs. This fee, deducted from the refund amount, reflects our commitment to maintaining quality standards.

Restocking Fee Details:

Purpose

The restocking fee is applied to failed returns to cover the costs associated with meticulous handling, inspection, and processing of items that do not meet our return policy criteria.

Fee Amount

The restocking fee is a nominal amount, calculated to offset the additional expenses incurred due to the non-compliant nature of the returned item. This fee is deducted from the refund amount issued to the customer.

Calculation Method

The restocking fee is calculated based on the complexity of handling the specific item and the extent of the required inspection. It is designed to reflect the additional time and resources dedicated to processing failed returns.

Transparency

We believe in transparency and will clearly communicate the restocking fee amount to customers during the return process. This ensures that customers are fully aware of any associated costs before completing the return.

Exceptions

In certain cases where the item's condition significantly deviates from our return policy criteria, the restocking fee may be adjusted to reflect the extent of the deviation. This flexibility allows us to address unique situations appropriately.

By providing these detailed specifics on the restocking fee, we aim to be transparent and fair, ensuring our customers understand the rationale behind this fee and its calculation. If you have any further questions or concerns, please feel free to contact our customer support at support@summitt.com.

8. Communication

Clear, detailed notifications are sent throughout the process, including reasons for rejection and any applicable fees. Communication is maintained through the email address provided during return initiation, ensuring transparency.

At Sumitt UK, we are dedicated to providing a comprehensive, customer-centric returns experience. If you have any questions or seek further clarification, don't hesitate to reach out to our responsive customer support at www.sumitt.co.uk/contact-us.

Thank you for entrusting Summitt with your shopping experience! Kind regards,

Connor Oxberry

CEO

A handwritten signature in red ink, appearing to read 'Connor Oxberry', written in a cursive style.