

UNIFORM RETURNS / EXCHANGE POLICY

CHANGE OF MIND RETURN

1. All special made garments, swimwear and undergarments will not be accepted for return.
2. Return items must be in original condition (unworn, unwashed, unaltered, tags attached) with original packaging.
3. Items must be returned within 30 days of receiving the order.
4. Customer can opt for one of the following:

Exchange: for a different size (cost may differ)

A credit note: the value of the purchase is recorded in our system for future use

Refund: a 10% restocking fee applies

FAULTY ITEMS

1. It is the customer's responsibility to follow laundering instructions according to the Care and Contents label attached to each product.
2. Faulty garments must be washed, cleaned and odour free when returning.
3. Ensure any badges are removed and pockets emptied.
4. Ranier reserves the right to repair, replace or provide a credit on damaged/defective items that are deemed manufacturer's fault.
5. If the claim is not deemed legitimate, the damaged/defective item will be returned in the condition it was received.
6. Ranier is not liable for misuse, mishandling or abuse of products including normal wear and tear and non-manufacturing faults.