

Returns Policy

You may return eligible items for a credit or a refund within 30 days of receipt. We do not offer free returns or exchanges. If you need to replace an item you have purchased, please return the unwanted item to us for a refund and then place a new order for the required item. We advise all customers to send items back on a tracked service and that you obtain proof of postage as the parcel is your responsibility until it reaches us.

Credit notes are issued within 28 days of receipt of returned goods and your IDS BV account is automatically credited. If you wish to receive a refund for returned goods, please make this clear on your picking slip or contact us. Credits can be used as payment methods upon checkout.

Please use the picking slip on the reverse of this page and highlight items you wish to return and make a note of the **quantity** and **returns reason** on the right hand side next to the "Ordered" quantity.

If you no longer have your picking slip, please use a copy of the returns form which you can find on www.idsdance.eu/returns

A - Too big	B - Too small	C - Not as pictured	D - Not as described
E - Faulty/damaged*	F - Wrong item received*	G - Dislike styling	H - Dislike fabric
I - Dislike colour	J - No longer required	K - Ordered wrong item	L - Other, please specify

Please note that if you do not include the picking slip or a returns form with all of the requested information we may be unable to process your return.

Eligible for return:

- Unwanted goods in an unworn state with labels attached and with original unmarked packaging.
- Tights, underwear and foot thongs in its original, sealed and unopened packaging.
- CDs and DVDs in their original sealed packaging.

Not eligible for return:

- Nonregular stock items such as dropship items, special order and MadeToOrder items (MTO).
- Hats, wigs, hair accessories and foot accessories.
- Face Masks.
- Items where the costume bag, packaging or the label inside the garment has been marked or labelled in any way.
- Underwear where the hygiene seal is not intact, or any labels have been broken. This includes bras, briefs, thongs, bra straps, body stockings, undergarments/body liners, dance supports/dance belts, foot thongs, socks and ToeSox. This is due to hygiene reasons.
- Toiletries including makeup and brushes which are unsealed after delivery. This is due to hygiene reasons.
- Where a product has a hygiene sticker or seal warning that the product cannot be returned once the sticker is removed, a refund will not be given if the seal is broken.
- Items without the included accessories.
- Items which have been worn or washed.
- Items returned outside of our returns policy, ie 30 days.
- Items from the clearance section.

*Incorrect and Faulty Items

If you have received an incorrect or a faulty item, please contact us first before returning the item. Please e-mail us photos of the item you have received in error or the faulty item to hello@ids.co.uk along with your account reference, order number and item code of the incorrect or faulty item. We will then arrange for replacements to be sent and will advise what to do with the incorrect or faulty item.

Returns address:

International Dance Supplies B.V, Looyenbeemd 10, 5652 BH, Eindhoven, Netherlands