

Returns and Exchanges FAQ's

What is the Dance Gear Direct returns policy?

You can return any unused items in a resalable condition (unworn in original packaging with tags attached) for a refund or exchange within 21 days of the invoice date. You can see our full policy at www.dancegeardirect.co.uk/terms.

How do I exchange my Customise This! or Combo This! Dance Gear Garment for the same item but in a different fabric or colour combination?

Simply return your original Customise This! or Combo This! garment using this form and place a new order for your preferred item. We will issue a refund within seven working days and dispatch your new garment as soon as possible.

What if I've changed my mind or I don't like the item I've bought?

As long as your item is unused and in a resalable condition you have 21 days from the date on your invoice to return it for a refund or exchange. Unfortunately, we're unable to refund or exchange any tights or underwear which have been used.

Will I be charged postage again for exchanging an item?

No, we offer one free exchange where a different size or colour of the same item is requested. We're happy for you to make more than one exchange but we will charge postage and packaging at our normal rate.

I want to exchange my item. Can you send out the new item before I send back the original one?

We're unfortunately unable to send out your new item before we receive your original one. If you need your item urgently, we recommend returning your original item using this form and place a new order for your preferred item. We will issue a refund within seven working days and send out your new item as soon as possible.

What happens if I exchange my child size item for an adult size item?

If your new adult size is a different price to your child size we'll give you a quick call so you can pay the difference. If they're the same price, we'll put it in the post for you as soon as possible after receiving your original item. Don't worry though, we won't charge you any postage to send your new item out if it's your first exchange.

Got any questions?

Feel free to call us on 0121 420 1999

Dance Gear *Direct*

Returns Form

Returning items just got easier!

Simply fill in the form, send it back to us with the item(s) you wish to return and we'll do the rest.

So, you can spend less time worrying and more time dancing!

Got any questions?

Feel free to call us on 0121 420 1999

