

TELLS WEAR

REFUND POLICY

Website, Orders, Refunds & Customer Resolutions

LEGAL ENTITY	ALFARAJ HOLDINGS LLC
BRAND	TELLS WEAR
WEBSITE	tellswear.com
EFFECTIVE DATE	July 01, 2025

Official Refund Policy

UPDATE: STATUTORY WITHDRAWAL RIGHTS

September 09, 2026 - Section 22, pages 16-17, forms part of this policy.
The addendum prevails where earlier commercial provisions conflict.

DOCUMENT NAVIGATION

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CUSTOMER SUMMARY

REFUNDS AT A GLANCE

This summary is designed for convenience only. The complete Refund Policy below governs refund eligibility and procedures, subject always to mandatory rights under applicable law.

BUYER-CHOICE ISSUES

A standard refund is generally not available when the correct product was delivered and the issue results from a change of mind, an incorrect size or color selected by the customer, style preference, or another customer-choice reason, except where mandatory law provides otherwise.

DAMAGED / DEFECTIVE / INCORRECT

After review of reasonable supporting evidence, an eligible claim may receive a cash refund of up to 100% of the amount paid for the affected item or order, depending on the verified issue. For approved claims in this category, TELLs WEAR does not require the affected item to be returned; the customer may keep it.

CONFIRMED LOST SHIPMENT

Where TELLs WEAR confirms that a shipment is lost and the customer has not received the eligible shipment, TELLs WEAR will issue a 100% cash refund for the affected shipment, subject to verification and applicable law.

DELIVERY AFTER DAY 21

TELLs WEAR aims for delivery within 3-21 business days from order confirmation to delivery. If the order has not been delivered by the end of the 21st business day and the delay is confirmed after review, TELLs WEAR provides both a 30% cash refund based on the amount paid for the delayed order and a 30% discount code for the customer's next order with no expiration date.

REFUND METHOD

Approved cash refunds are generally issued to the original payment method unless another method is required by law or mutually agreed.

LEGAL RIGHTS

This commercial policy does not remove any statutory cancellation, withdrawal, refund, repair, replacement, or other consumer rights that cannot legally be waived.

1. Introduction

At TELLs WEAR, we aim to provide a shopping experience built on trust, clarity, and fair customer care. This Refund Policy explains when a refund may be available, how refund requests are reviewed, how approved refunds are processed, and how this policy interacts with our Returns & Exchanges and Shipping & Delivery policies.

This Refund Policy applies to purchases made through the official TELLs WEAR website and any other official sales channel that expressly incorporates this policy. It should be read together with our Terms & Conditions, Returns & Exchanges, Shipping & Delivery, Privacy Policy, and any product- or promotion-specific terms disclosed before purchase.

Nothing in this Refund Policy limits any mandatory consumer right, statutory guarantee, cooling-off or withdrawal right, or other legal remedy that cannot lawfully be excluded. Where applicable law grants greater protection than this commercial policy, the mandatory legal requirement prevails to the extent of the conflict.

1.1 Policy Purpose

The purpose of this policy is to provide a consistent framework for resolving genuine issues while making clear which circumstances are generally outside TELLs WEAR's standard refund offering.

- Explain refund eligibility and exclusions.

- Set out evidence and review requirements.

- Define remedies for damaged, defective, incorrect, delayed, and lost orders.

- Explain refund methods and processing.

- Preserve mandatory consumer rights.

1.2 Relationship With Other Policies

The Returns & Exchanges policy governs whether an item can be returned or exchanged. The Shipping & Delivery policy governs the delivery promise, tracking, delays, and lost shipments. This Refund Policy governs the monetary or equivalent resolution once a refund-related issue is being considered.

If two policies appear to address the same issue, the more specific provision for that issue applies, subject to applicable law.

1.3 Effective Date

Effective Date: July 01, 2025. TELLs WEAR may retain earlier versions for compliance, dispute resolution, and recordkeeping.

2. Eligibility for Refunds

Refund eligibility depends on the reason for the request, the status of the order, the evidence available, the specific remedy stated in our related policies, and applicable law. Submitting a request does not itself guarantee a refund.

2.1 Circumstances That May Qualify

- A damaged product where the damage existed before or at delivery.

- A defective product with a verified material quality or manufacturing issue.

- An incorrect product, size, color, quantity, or variation supplied by TELLs WEAR.

- A confirmed lost shipment.

- A confirmed delivery delay qualifying under the TELLs WEAR Delivery Promise.

- A duplicate or erroneous payment.

- An order that TELLs WEAR cancels because it cannot be fulfilled.

Another circumstance where a refund is required by applicable law.

2.2 Review Requirements

TELLS WEAR may review order records, payment information, shipment tracking, delivery confirmation, customer communications, photographs, supporting documents, and other information reasonably necessary to verify the claim.

2.3 Customer Cooperation

Provide the order number and contact information associated with the order.

Describe the issue accurately and in reasonable detail.

Provide photographs or other evidence when requested.

Do not submit altered evidence, false statements, or duplicate claims.

2.4 No Automatic Entitlement

Except where applicable law provides otherwise, approval depends on TELLs WEAR confirming that the claim falls within this policy or another applicable TELLs WEAR policy.

3. Non-Refundable Circumstances

TELLs WEAR does not offer a standard refund merely because a customer no longer wants a correctly supplied product. The exclusions below are part of our commercial policy and remain subject to any mandatory legal rights that apply in the customer's jurisdiction.

3.1 Buyer-Choice Issues

Change of mind after purchase.

Incorrect size selected by the customer.

Incorrect color or style selected by the customer.

Incorrect product or quantity selected by the customer.

Preference regarding fit, appearance, or styling where the correct product was delivered as described.

A customer decision that a correctly supplied product is no longer wanted.

IMPORTANT

If applicable consumer law gives you a statutory withdrawal, cooling-off, or cancellation right, that legal right is not removed by this section.

3.2 Customer-Provided Information

A refund is generally not available when the issue results solely from inaccurate information supplied by the customer, such as an incorrect delivery address, incorrect contact information, or other order details, unless TELLs WEAR agrees otherwise or applicable law requires a remedy.

3.3 Normal Product Characteristics

Minor variations that are reasonably consistent with the product description, material characteristics, production tolerances, or normal differences in screen display do not automatically constitute a defect. Product-specific size and fit information should be reviewed before purchase.

3.4 Post-Delivery Damage or Misuse

Normal wear and tear.
Improper washing, drying, ironing, or storage.
Customer alterations or modifications.
Accidental damage after delivery.
Damage caused by misuse or failure to follow care instructions.

3.5 Personalized Products, If Offered

If TELLs WEAR offers a product personalized or produced to customer-specified instructions, additional refund limitations may apply where permitted by law. Any material special terms will be disclosed before purchase where required.

3.6 Gift Cards, Store Credit, and Promotions

Gift cards, store credit, promotional benefits, and specially designated promotional purchases may be subject to additional conditions described later in this policy or in the applicable promotion. Mandatory legal rights remain unaffected.

3.7 Fraudulent or Abusive Claims

TELLs WEAR may decline a request supported by false information, manipulated evidence, duplicate reimbursement attempts, or other fraudulent or abusive conduct, subject to applicable law.

4. Defective, Damaged & Incorrect Products

If a product arrives defective, damaged before delivery, or materially different from the confirmed order, contact TELLs WEAR as soon as reasonably practicable. TELLs WEAR will review the information provided and determine the appropriate resolution.

4.1 Covered Issues

Material defects in fabric, stitching, construction, finish, or other product quality.
Damage that existed before or at successful delivery.
Incorrect product supplied.
Incorrect size, color, quantity, or variation supplied by TELLs WEAR.
Another verified fulfillment error attributable to the order supplied.

4.2 Evidence

Depending on the issue, TELLs WEAR may request the order number, a description of the problem, clear photographs of the product, photographs of packaging where relevant, and other reasonable supporting information.

4.3 Cash Refund Resolution

Where TELLs WEAR approves a damaged, defective, or incorrect product claim, the customer may receive a cash refund of up to 100% of the amount paid for the affected item or order, depending on the verified circumstances and the extent of the issue.

4.4 No Return Required for Approved Claims

For an approved damaged, defective, or incorrect product claim under this section, TELLs WEAR does not require the affected item to be returned. The customer may keep the item. TELLs WEAR may still ask the customer to retain the product and supporting evidence until the review is complete.

KEEP THE ITEM

Once TELS WEAR confirms and approves a claim under this section, the affected item does not need to be shipped back to TELS WEAR.

4.5 Other Remedies

Where appropriate and agreed with the customer, TELS WEAR may offer another remedy such as a replacement or store credit. A customer is not required to accept store credit instead of a monetary refund where applicable law requires a monetary remedy.

4.6 Not Covered

This section does not cover buyer-choice issues, ordinary wear, improper care, accidental post-delivery damage, or minor product characteristics that do not amount to a material defect. Those circumstances are governed by the relevant provisions of this policy and our Returns & Exchanges policy.

5. Refund Request Process

To request a refund, contact TELS WEAR through an official customer support channel and provide enough information for us to identify the order and review the issue.

5.1 How to Submit

Email support@tellsweat.com or use another official customer support channel published on tellsweat.com. Include the order number and a clear explanation of the reason for the request.

5.2 Information We May Request

- Order number.
- Full name and email associated with the order.
- Description of the issue.
- Product details.
- Date of delivery, if applicable.
- Photographs or screenshots.
- Tracking or delivery information.
- Other reasonable supporting documentation.

5.3 When to Contact Us

Customers should contact TELS WEAR as soon as reasonably possible after discovering an issue. We do not impose a blanket 24-hour claim deadline. Applicable statutory deadlines and mandatory consumer rights remain unaffected.

5.4 Review and Communication

TELS WEAR may acknowledge the request, ask for additional information, verify shipment or payment records, and communicate the decision or next steps using the contact details associated with the order.

5.5 Identity and Fraud Verification

Where reasonably necessary to protect customer information or prevent fraud, TELS WEAR may request appropriate verification before processing a refund.

6. Refund Approval

Every request is assessed on its individual facts. A refund is approved when TELLs WEAR confirms that the circumstances satisfy this policy, another applicable TELLs WEAR policy, or a mandatory legal requirement.

6.1 Possible Outcomes

- Full cash refund.
- Partial cash refund.
- The specific 30% cash refund provided by the Delivery Promise.
- 100% cash refund for a confirmed lost shipment.
- Replacement or store credit where appropriate and agreed.
- Declined request where the claim does not qualify.

6.2 Notification

Once the review is complete, TELLs WEAR will communicate the outcome and, where a cash refund is approved, the amount and method of refund.

6.3 Consistency With Other Policies

Approved resolutions must be interpreted together with Returns & Exchanges and Shipping & Delivery. For example, a confirmed delivery delay and a confirmed lost shipment are separate circumstances with different remedies.

7. Refund Methods

Approved monetary refunds are generally returned to the original payment method used for the purchase, unless another method is required by law or mutually agreed.

7.1 Original Payment Method

- Credit or debit card.
- Digital wallet.
- Supported alternative payment method.
- Another original payment method accepted at checkout.

7.2 Alternative Methods

If refunding the original payment method is not technically possible, TELLs WEAR may contact the customer to arrange an appropriate alternative where permitted by law. Store credit will not replace a required cash refund without the customer's agreement where such agreement is required.

7.3 Partial Refunds

Where only part of an order qualifies, TELLs WEAR may refund the eligible item, quantity, or amount rather than the entire order, except where the applicable remedy expressly covers the full order or applicable law requires otherwise.

7.4 Refund Security

TELLs WEAR may perform reasonable transaction and identity checks before releasing a refund in order to prevent duplicate refunds, fraud, or unauthorized payment changes.

8. Refund Processing Time

After TELLs WEAR approves a cash refund, we will make reasonable efforts to initiate it promptly. The time required for the funds to appear in the customer's account depends on the bank, card issuer, wallet provider, payment network, currency, and other independent processing factors.

8.1 When Processing Begins

Refund processing begins after the claim has been approved and any reasonably necessary verification has been completed.

8.2 Third-Party Processing

Banks and payment providers operate independently from TELLs WEAR. A confirmation that TELLs WEAR has initiated the refund does not necessarily mean the funds will appear immediately in the customer's account.

8.3 If the Refund Does Not Appear

If an approved refund is not visible after a reasonable period, review the original payment method, contact the financial institution, and then contact TELLs WEAR if further assistance or a refund reference is required.

9. Partial Refunds

A partial refund may be appropriate where only a portion of an order is affected, where the verified issue does not justify a full refund, or where this policy provides a stated percentage-based remedy.

9.1 Examples

One item in a multi-item order is affected.

Only part of the delivered quantity is affected.

A verified issue warrants a proportionate refund.

A delivery delay qualifies for the 30% cash refund under the Delivery Promise.

9.2 Calculation

Partial refunds are calculated using the amount actually paid for the relevant item or order after applicable discounts, unless another calculation is expressly stated in this policy or required by law.

9.3 Promotional Pricing

If the purchase formed part of a bundle or promotion, TELLs WEAR may reasonably recalculate the eligible refund to reflect the amount actually paid and the promotional structure, subject to applicable law.

10. Shipping, Delivery & Refunds

This section should be read together with the TELLs WEAR Shipping & Delivery policy. It distinguishes ordinary shipping-charge questions, delayed orders, and confirmed lost shipments.

10.1 TELLs WEAR Delivery Promise

TELLs WEAR aims for total delivery within 3-21 business days from order confirmation to delivery at the customer's door.

10.2 Confirmed Delivery Delay After the 21st Business Day

If the order has not been delivered by the end of the 21st business day, the customer should contact TELLs WEAR. After review, if the delay is confirmed, TELLs WEAR will provide both of the following remedies:

A 30% cash refund calculated on the amount paid for the delayed order.

A 30% discount code for the customer's next order, with no expiration date.

DELAY REMEDY

The 30% cash refund and the 30% next-order discount code are provided together after TELLs WEAR confirms that the order qualifies as delayed under the Delivery Promise.

10.3 Confirmed Lost Shipment

A delayed order is not automatically a lost order. A shipment is treated as lost only after TELLs WEAR completes the appropriate review and confirms that the eligible shipment has been lost and was not delivered to the customer.

Where a shipment is confirmed as lost, TELLs WEAR will issue a 100% cash refund for the affected lost shipment, subject to verification and applicable law.

LOST IS DIFFERENT FROM DELAYED

A confirmed lost shipment receives the lost-shipment remedy. A confirmed delay receives the separate Delivery Promise remedy described above.

10.4 Shipping Charges

Shipping charges are generally non-refundable for buyer-choice issues after shipping services have been provided. However, where this policy grants a percentage or full refund based on the amount paid for the delayed or lost order, the stated remedy governs. Applicable law may also require additional reimbursement.

10.5 Customer-Related Delivery Problems

If delivery cannot be completed because of an inaccurate address supplied by the customer, refusal of delivery without an eligible reason, failure to collect a shipment, or similar customer-related circumstances, refunds and shipping-charge treatment will be reviewed individually and may be limited to the extent permitted by law.

10.6 Customs and Import Charges

Customs duties, import taxes, brokerage fees, and similar charges collected directly by governments, customs authorities, or independent carriers may not be refundable by TELLs WEAR because TELLs WEAR may not have received those amounts. Mandatory legal requirements remain unaffected.

10.7 Legal Rights

The TELLs WEAR Delivery Promise is a commercial customer-care commitment and does not replace any cancellation, refund, delivery, or other remedy required by applicable law.

11. Taxes & Duties

Orders may be subject to taxes, duties, customs fees, or other governmental charges depending on the destination and applicable law.

11.1 Amounts Collected by TELLS WEAR

Where an eligible refund includes taxes or other amounts collected directly by TELLS WEAR as part of the original transaction, those amounts will be handled in accordance with the applicable refund calculation and legal requirements.

11.2 Amounts Collected by Third Parties

Amounts paid directly to customs authorities, governments, carriers, or other independent organizations may need to be reclaimed from the organization that collected them and are not automatically refundable by TELLS WEAR.

11.3 Customer Import Responsibilities

Customers are responsible for complying with lawful import and customs requirements that apply to the destination. Customer-caused refusal or abandonment related to import obligations may affect refund eligibility, subject to applicable law.

12. Order Cancellations & Refunds

Customers may contact TELLS WEAR to request cancellation as soon as possible after placing an order. Cancellation is not guaranteed because order processing may progress quickly and may reach a stage where cancellation is no longer operationally possible.

12.1 Cancellation Requests

TELLS WEAR will make reasonable efforts to act on a cancellation request received before the order has progressed beyond the point at which cancellation can reasonably be completed.

12.2 After Processing or Shipment

Once an order has entered advanced processing, fulfillment, or shipment, cancellation may no longer be possible. Any later refund entitlement will be determined by this Refund Policy, Returns & Exchanges, Shipping & Delivery, and applicable law.

12.3 Customer Errors

If a cancellation request results from an incorrect size, color, product, quantity, address, or other customer selection, contact TELLS WEAR immediately. We may be able to assist if the order has not progressed too far, but a refund is not guaranteed except where required by law.

12.4 Cancellation by TELLS WEAR

TELLS WEAR may cancel an order where payment cannot be completed, fraud is reasonably suspected, the item is unavailable, a material pricing or technical error occurred, legal restrictions prevent fulfillment, or another circumstance makes fulfillment impossible or impracticable. If TELLS WEAR cancels an order after receiving payment and the customer has not received the goods, the applicable paid amount will be refunded, subject to law and any completed partial fulfillment.

12.5 Duplicate Orders

Customers who accidentally place a duplicate order should contact TELLs WEAR immediately. We will make reasonable efforts to stop an unintended duplicate order where operationally possible.

13. Chargebacks

Customers are encouraged to contact TELLs WEAR directly about an order or refund concern before initiating a chargeback where practical, because many issues can be resolved more quickly through customer support. This request does not limit any lawful right to dispute a transaction.

13.1 Chargeback Review

If a chargeback is initiated, TELLs WEAR may review and provide relevant order, payment, shipment, delivery, and communication records to the applicable payment provider, card network, bank, or dispute body as permitted by law.

13.2 No Duplicate Recovery

A customer is not entitled to retain both a TELLs WEAR refund and a successful chargeback for the same amount of the same transaction. TELLs WEAR may take reasonable steps to correct duplicate reimbursement, subject to law.

13.3 Parallel Refund Review

Where a chargeback is already active, TELLs WEAR may pause a parallel refund review for the same transaction until the payment dispute is resolved, to avoid inconsistent or duplicate outcomes.

13.4 Fraudulent Chargebacks

False or abusive chargeback claims may result in account or transaction restrictions and may be contested using available evidence, subject to applicable law.

14. Fraud Prevention

TELLs WEAR uses reasonable verification and fraud-prevention measures to protect customers, payment systems, refund processes, and business operations.

14.1 Verification

- Order and payment verification.
- Identity verification where reasonably necessary.
- Review of unusual transaction patterns.
- Review of duplicate, inconsistent, or manipulated claims.
- Shipment and delivery verification.

14.2 Suspicious Activity

TELLs WEAR may temporarily delay a refund or order while reasonable verification is completed. If fraud or abuse is reasonably established, TELLs WEAR may decline the request or restrict transactions as permitted by law.

14.3 Privacy

Personal information processed for fraud prevention is handled in accordance with the TELLs WEAR Privacy Policy and applicable data-protection requirements.

15. Currency & Exchange Rates

Orders may be processed in different currencies depending on the customer's location and checkout configuration. Currency conversion may be performed by independent banks or payment providers.

15.1 Refund Currency

Approved refunds are generally initiated in the currency associated with the original transaction. The amount ultimately displayed by the customer's bank may differ because of exchange-rate changes, conversion methods, or independent bank fees.

15.2 Third-Party Fees and Rates

TELLS WEAR does not control the exchange rates or foreign-transaction fees imposed by banks, card issuers, or payment providers. Such third-party differences are not themselves an error in the TELLs WEAR refund amount.

16. Gift Cards & Store Credit

Where available, gift cards and store credit are subject to the terms disclosed at issuance and applicable law.

16.1 Purchased Gift Cards

Purchased gift cards are generally non-refundable and not redeemable for cash except where applicable law requires otherwise.

16.2 Promotional Credits

Promotional credits or goodwill credits may be subject to separate conditions. Where TELLs WEAR expressly states that a discount code has no expiration date, that specific promise controls. In particular, the 30% discount code provided under the confirmed-delay remedy has no expiration date.

16.3 Refunds Paid With Gift Card or Store Credit

Where an order was originally paid wholly or partly with a gift card or store credit, the corresponding portion of an approved refund may be restored to that payment method where operationally possible, subject to law.

17. Promotional Purchases

Purchases made with a discount or promotion remain subject to this Refund Policy and any additional promotional terms disclosed before purchase.

17.1 Refund Amount

An approved refund is generally based on the amount actually paid after discounts rather than the undiscounted list price, unless this policy or applicable law requires another calculation.

17.2 Bundles and Multi-Buy Offers

If refunding one part of a bundle changes the conditions of the original promotion, TELLs WEAR may reasonably recalculate the eligible refund in accordance with the promotion and applicable law.

17.3 Promotional Codes

A promotional code used on an order is not automatically reissued after a refund unless TELLs WEAR expressly agrees, the applicable promotion provides otherwise, or law requires it. This does not apply to the separate 30% no-expiration discount code granted under the confirmed-delay remedy.

18. Delayed or Missing Refund Payments

This section concerns an approved refund payment that has not yet appeared in the customer's account. It is different from a delayed delivery, which is governed by Section 10 and the Shipping & Delivery policy.

18.1 Check the Original Payment Method

Refunds may appear as a credit, reversal, or adjustment in the original payment account. Review the relevant statement or wallet history before reporting a refund as missing.

18.2 Contact the Financial Institution

Banks and payment providers may require additional time after TELLs WEAR initiates the refund. Customers may contact the relevant institution to ask whether the refund is pending.

18.3 Contact TELLs WEAR

If the refund remains unavailable after a reasonable period, contact support@tellsweat.com with the order number and refund confirmation. TELLs WEAR will review its transaction records and, where available, provide a refund reference or other reasonable assistance.

19. Consumer Rights

TELLs WEAR respects mandatory consumer rights in every jurisdiction in which those rights apply to a transaction. This Refund Policy is a commercial policy and is not intended to contract out of rights that cannot lawfully be waived.

19.1 Mandatory Protections

- Rights relating to defective, damaged, or incorrectly supplied goods.
- Statutory rights to repair, replacement, price reduction, or refund where applicable.
- Distance-selling withdrawal or cancellation rights where applicable.
- Delivery and non-delivery remedies required by law.
- Payment dispute and unauthorized-transaction protections.

19.2 Jurisdiction-Specific Rules

Consumer laws differ by country and region. A rule in this policy that is more restrictive than mandatory local law will apply only to the extent legally permitted.

19.3 No Waiver

Nothing in this Refund Policy requires a customer to waive a statutory right that cannot legally be waived. TELLs WEAR may request reasonable evidence or verification when administering a legal remedy.

20. Changes to This Refund Policy

TELLS WEAR may update this Refund Policy to reflect changes in law, business operations, payment systems, shipping practices, customer-care commitments, or other legitimate requirements.

20.1 Effective Date of Changes

Each published version will identify its effective date. Where applicable law requires advance notice or consent for a material change, TELLs WEAR will follow that requirement.

20.2 Transactions Before an Update

Unless applicable law or the updated policy states otherwise, a refund issue relating to an earlier transaction will generally be assessed using the policy and mandatory legal rights applicable to that transaction.

20.3 Previous Versions

TELLS WEAR may retain previous versions for legal, regulatory, audit, dispute-resolution, and recordkeeping purposes.

21. Contact Information

For refund questions, claims, or assistance, contact TELLs WEAR using the channels below.

21.1 Customer Support

Email: support@tellsweare.com

Phone & WhatsApp: +1 (307) 337-0133

Website: tellsweare.com

21.2 Legal & Privacy Inquiries

Legal entity: ALFARAJ HOLDINGS LLC

Email: legal@alfarajholdings.com

21.3 Business Inquiries

Email: info@tellsweare.com

21.4 Response and Verification

TELLS WEAR aims to respond to customer-care inquiries within a reasonable period. Depending on the request, identity verification, payment verification, shipment investigation, or additional information may be required before a refund decision can be completed.

21.5 Our Commitment

Every refund request represents an opportunity to maintain customer trust. TELLs WEAR is committed to clear communication, consistent review, fair resolutions, and compliance with mandatory consumer rights throughout the refund process.

END OF POLICY

This Refund Policy is effective July 01, 2025 and should be read together with the TELLs WEAR Terms & Conditions, Returns & Exchanges, Shipping & Delivery, and Privacy Policy.

22. Statutory Withdrawal Rights

EU, EEA and United Kingdom | Addendum dated September 09, 2026

This addendum forms part of the TELLs WEAR Refund Policy. It supplements Section 19 and takes priority over inconsistent commercial restrictions in this document or our Returns & Exchanges policy, including buyer-choice exclusions, shipping deductions and discretionary claim-approval wording. Mandatory rights applicable to earlier purchases remain unaffected.

22.1 Your right to withdraw

For eligible distance purchases by consumers in the European Union, Iceland, Liechtenstein, Norway or the United Kingdom, you may withdraw without giving a reason within 14 calendar days after you, or a person you nominate other than the carrier, receive the goods. For goods from one order delivered separately, the period runs from receipt of the last item. Any longer period or additional protection required by applicable law remains available.

22.2 How to notify TELLs

Send a clear withdrawal statement to support@tellsweare.com or the postal address below before the period expires. Include your name, order number and contact details to help us identify the purchase. You may use the model notice in Section 22.7, but it is not compulsory. A valid withdrawal does not depend on TELLs approving your reason, evidence of a defect, or your choice of size. Our Size Guide does not remove this right.

22.3 Sending the goods back

Return the goods without undue delay and no later than 14 calendar days after notifying us. The deadline is met if you dispatch them before it expires. You bear the direct return shipping cost, including international postage to the United States, except where applicable law requires TELLs to bear it. No restocking fee applies. Contact us promptly if you need instructions; waiting for our reply is not a condition of exercising your right.

Return address

TELLs - ALFARAJ Holdings LLC
30 N Gould St, Ste N
Sheridan, WY 82801
United States

Pack the goods securely and retain proof of dispatch. You may inspect the goods as you would in a shop. Where legally permitted, handling beyond what is necessary to establish their nature, characteristics and functioning may result in a deduction for the actual diminished value, not an automatic fee or loss of the withdrawal right.

22. Statutory Withdrawal Rights (continued)

22.4 Refund amount and timing

TELLS refunds all amounts legally due for the withdrawal, including the original standard delivery charge if one was paid. We do not deduct the cost of complimentary outbound shipping that TELLs paid. Any lawful deduction for actual diminished value is subject to Section 22.3. Extra charges for an expressly chosen delivery upgrade above standard delivery need not be refunded where the law allows.

Refunds are made without undue delay and within 14 days after notification of withdrawal, using the original payment method unless you expressly agree to another method without a fee. Where legally permitted, we may withhold reimbursement until we receive the goods or evidence of their dispatch, whichever occurs first.

Payment-provider posting times do not extend our legal obligation to initiate reimbursement.

22.5 Waiving the return requirement

TELLS may confirm in writing that you do not need to return an item. If we waive return, you may keep or donate the item and we will not withhold reimbursement awaiting its return. This waiver is a TELLs decision, not an automatic feature of every withdrawal. The separate commercial wording "up to 100%" does not cap the amount legally due for a statutory withdrawal.

22.6 Personalisation and separate order-issue remedies

An exception may apply to goods made to your individual specifications or clearly personalised, but only when the legal conditions are met and the exception is disclosed before purchase. Manufacturing or printing after an order is placed does not by itself exempt every TELLs product. Remedies for defective, damaged or misdescribed goods remain unaffected.

Sections 4 and 10 continue to govern the separate commercial remedies for damaged, defective, incorrect, delayed and lost orders, subject to mandatory law. Approved damaged, defective or incorrect product claims retain the returnless resolution described in Section 4. The customer-paid return shipping rule for non-faulty withdrawals does not transfer costs to the customer where TELLs must bear them under mandatory law.

22.7 Optional model withdrawal notice

To TELLs - ALFARAJ Holdings LLC, 30 N Gould St, Ste N, Sheridan, WY 82801, United States;
support@tellswear.com:

I hereby give notice that I withdraw from my contract for the following goods:

Order number: _____
Ordered on: _____ Received on: _____
Consumer name: _____
Consumer address: _____
Date: _____
Signature (only if sent on paper): _____