



DRINKWARE COLLECTION

INCORPORATING

COSTA
COFFEE

OUR RETURN POLICY

A return policy for items within 30 days of the shipment receipt date.

We offer refunds on unused merchandise only. W10 does not refund freight, tax or return shipping costs.

ACCEPTABLE ITEMS FOR RETURN

- Items purchased directly from our website
- Items that are new, unused, unaltered and contain all original product packaging and accessories.
- Items within 30 days of the shipment receipt date.

UNACCEPTABLE ITEMS FOR RETURN

- Used or damaged items.
- Items not in their original packaging or containing all accessories.
- Items over 30 days of the shipment receipt date.
- Broken glass. Note that glass is not covered under ANY warranty.

For defective products or products damaged in transit,
please email contactus@w10.world with photos or your comments

RETURN PROCESS

- Contact us via email at contactus@w10.world to request a returns authorisation.
- Fill out the return label below and clearly indicate the order number in the provided field. Please place the Label inside the return box.
- Ensure that your return is being sent to us with a traceable carrier and retain the tracking number for your records. We are not responsible for any items that are lost or damaged in transit.

Please note that return shipping is at your own expense.

RETURN LABEL

From: _____

Order Number: _____

To:
W10 / Costa
Century Logistics,
2 Mundford Road, Thetford IP24 1HX