

Refund & Return Policy

Effective Date: 14 May 2026

01

General Policy

All clothing sold at IWR 2K26 is made to order. Production begins immediately upon receipt of payment. For this reason, all sales are strictly final — no refunds, cancellations, or exchanges will be accepted once payment has been made, except under the specific conditions outlined in this policy.

By completing a purchase or reservation with us, you confirm that you have read and agreed to this policy.

02

Made-to-Order — No Cancellations

Because every item is custom-produced upon ordering, we are unable to accept cancellations or refund requests after payment has been received. The following situations do not qualify for a refund or exchange:

- Change of mind or personal preference
- Incorrect size provided at the time of ordering
- Item does not fit as expected
- Item ordered as a gift that the recipient does not want
- Colour variation due to lighting or display differences
- General dissatisfaction after collection

Customers are strongly encouraged to double-check size, colour, and all order details before completing payment, as no changes can be made once production has started.

03

Exception: Item Not Received or Not Delivered

The only circumstance under which a refund will be considered is when a customer has paid for an item and that item was not delivered or made available for collection.

3.1 Eligible Situations

- Payment was received but the item was never produced or made available for collection
- The item was significantly different from what was agreed upon at the time of ordering

3.2 How to Submit a Claim

To submit a non-delivery claim, the customer must:

- Present the original proof of payment (receipt or bank confirmation)
- Report the issue within 7 calendar days of the agreed collection or delivery date
- Provide any relevant order or reference details

Claims must be submitted in person at the store or via our official contact details below.

04

Refund Process (Non-Delivery Only)

Where a refund is approved, the following applies:

- Refunds are issued via the same method as the original payment (cash, card, or bank transfer)
- Processing time: up to 7 business days from approval
- The full amount paid will be returned — partial refunds are not issued

We reserve the right to verify all claims before processing. Fraudulent claims will be reported to the relevant authorities.

05

Defective Items

If you believe an item is defective or was produced incorrectly, notify us immediately at the point of collection — before leaving the premises. Claims for defects reported after the customer has left cannot be accepted.

06

Contact

For any questions or to submit a non-delivery claim:

IWR 2K26

*This policy applies to all purchases made with us. All items are made to order — production starts upon payment.
Management reserves the right to amend this policy at any time.*