

# Return Policy

Eire Shopping.

We hope you love what you've ordered! But just in case you're not 100% satisfied, we've made the return process super easy.

## How long do I have to make a return?

We gladly accept returns within 30 days of receipt for most items in new condition.

## How do I make a return?

### Return from France, Germany, Italy, Netherlands, Poland, Spain, Sweden, United Kingdom

1. Sign into your ÉIRE SHOPPING account.
2. Find the order in My Orders, click the "Return Item" button.
3. Select the item(s) you would like to return, indicate the reason, and submit.
4. Print the return label and securely tape it on the outside of your return package.
5. Drop off your package at the delivery point closest to you. (Please keep the return receipt and send it to us.)

**\*If you cannot find your return label, please search the returned order in "My Orders" → Click "Order Details" → Click "Return & Refund Record" in the top right corner → Click "View" to download.**

### Return from Belgium

1. Sign into your ÉIRE SHOPPING account.
2. Find the order in My Orders, click the "Return Item" button.
3. Select the item(s) you would like to return, indicate the reason, and submit.
4. Print the return label and securely tape it on the outside of your return package.
5. Drop off your package at the delivery point closest to you. (Please keep the return receipt and send it to us.)

**\*If you cannot find your return label, please search the returned order in "My Orders" → Click "Order Details" → Click "Return & Refund Record" in the top right corner → Click "View" to download.**

#### Note:

1. For Belgium orders, the **first return label is free** on your return for every order. For more than one return label on the same order, the costs will be € 4.5 per additional package.

**2. Please send the package back to us by courier after applying for return online, otherwise we will not accept it. Thank you for your cooperation.**

### Return from Ireland

1. Sign into your ÉIRE SHOPPING account.
2. Find the order in My Orders, click on "Return Item".
3. Select the item(s) you would like to return, indicate the reason, and submit.
4. Print the return label and securely tape it on the outside of your return package.

5. Drop off your package at the post office closest to you. (Please keep the return receipt and send it to us.)

**\*If you cannot find your return label, please search the returned order in “My Orders” → Click “Order Details” → Click “Return & Refund Record” in the top right corner → Click “View” to download.**

**Note:** Each return label (for packages less than 20kg) costs EUR4.5, which will be deducted from your refund. If you do not use our return label, this fee will not be deducted. Also, the fee will be charged per return (not per order). If you wish to return multiple items from one order, please return them together by using one return label to save on return fees.

## Return from Portugal, Denmark, Greece

1. Sign into your ÉIRE SHOPPING account.
2. Find the order in My Orders, click the "Return Item" button.
3. Select the item(s) you would like to return, indicate the reason, and submit.
4. Print the return label and securely tape it on the outside of your return package.
5. Drop off your package at the delivery point closest to you. (Please keep the return receipt and send it to us.)

**\*If you cannot find your return label, please search the returned order in “My Orders” → Click “Order Details” → Click “Return & Refund Record” in the top right corner → Click “View” to download.**

**Note:** Each return label fee for packages weighing **less than 1 kg is €4.5**, while for ones weighing **1-2 kg is €7.5**, which will be deducted from your refund. If you do not use our return label, this fee will not be deducted. Also, the fee will be charged on per return (not per order). If you want to return multiple items in one order, please return them together by using one return label to save the return fee.

## Return from other shipping countries

**Other shipping countries including Austria, Bulgaria, Czech Republic, Estonia, Finland, Hungary, Latvia, Lithuania, Luxembourg, Slovakia, Slovenia.**

1. Sign into your ÉIRE SHOPPING account.
2. Find the order in My Orders, click the "Return Item" button.
3. Select the item(s) you would like to return, indicate the reason, and submit.
4. Select an acceptable logistics company to send your package back to our Belgium returns warehouse. (Cash on delivery is not accepted.)
5. Please send us the tracking number or return receipt. (Concrete Steps: My Orders → Order Details → Refund and Refund Records → Submit Return Confirmation)

**Note: You will be responsible for the cost of the return.**

## Can I still return items if they are worn, damaged, or have the tags removed?

1. Items must be returned unworn, unwashed, undamaged, and with all original tags attached.
2. The following items cannot be returned or exchanged: bodysuits, lingerie, jewelry, beauty underwear, Event & Party Supplies ,DIY Supplies ,Pet Supplies and accessories (except scarves, bags, and mermaid blankets). We cannot offer refunds on cosmetic if the hygiene seal has been broken.
3. Items with non-returnable marks and free gifts cannot be returned.

Note:

# *Éire Shopping*

- 1. Please do not send your return to the address on your package. This is not the return address and will affect processing your return.**
2. Please be sure to double check your returns before shipping them out. We will not be held responsible for the return of non-ÉIRE SHOPPING products.
3. If you receive a damaged/defective item, please contact ÉIRE SHOPPING [Customer Service](#) within 24 hours of receipt.

## **How will I get my refund ?**

Your request will be processed within 5 business days after we receive your return. The refund will be issued to your ÉIRE SHOPPING Wallet or the original payment account, as per your request.

**Note: The original shipping fee and shipping guarantee are non-refundable.**