

Shipping Policy

Thank you for visiting and shopping at [Top of the Kop](#) Following are the terms and conditions that constitute our Shipping Policy.

- a) We know that your order arriving on time is important to you! The total shipping time will be the **Processing time + Delivery time.**
- b) Once you have placed an order, this cannot be cancelled at any stage. The contract is completed on receipt of the order.
- c) The estimated date for delivery of the products is set out in the Confirmation email which will be sent within **24-48 hours** after you have received a **confirmation** of the order email. This date is an estimate only and we do not guarantee to deliver the products on that date.
- d) We may deliver your products in instalments.
- e) Every order receives a tracking number before it leaves our facility. From the time it leaves our door to the time it gets to yours; you'll always know where your package is.

Shipping Rates & Delivery Estimates

- As every order is unique, shipping costs vary depending on the chosen delivery method, weight, and destination of your order. The best way to get the information about the price of delivery is to add the product(s) you want to purchase to the bag and proceed to checkout. Here, choosing the delivery option and indicating your address, the delivery price will be automatically updated and visible.
- Our Standard/Regular Delivery: 5-7 business days.
- We are not responsible for the items you have placed in the mail. We will not cover you for loss by courier company. That is where your tracking number comes in. If your items get lost in the mail, you will need to lodge a formal investigation with courier company, for them to cover you for the loss/damages of your items. If you chose not to ship your items tracked or signed for, and your items become lost, you will not be reimbursed for your loss/damages. Top of the Kop will not pay to cover cost of postage and/or lost items in the mail. Courier company will be your main contact for loss/damages which have occurred under their services.

Shipment confirmation

You will receive a Shipment Confirmation email once your order has shipped. Please allow 1-3 business days to receive a code.

Customs, Duties and Taxes

Top of the Kop is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

This document was last updated on November 22, 2021

RETURN POLICY

We are always happy to process returns providing the request is genuine and for the right reason. As online sellers, we have to accept returns in line with consumer legislation.

For details on our refund deadlines and policies, please refer to the information below. Please note that our policies differ between products and that payment options may vary from one Service to another. Please also note that we treat violations of our Terms and Conditions very seriously, and we have no obligation to offer refunds to users who violate these terms, even if their requests are made within the designated refund period. You must meet the following criteria for a Refund.

Defective, damaged, or incorrect items:

- If your products are faulty when they are delivered, you may return the defective products to us. If you return the products to us, we will (at our option) repair or replace the products or provide you with a refund of the purchase price and the price of delivery.
- If you received a damaged or defective item from us, or the wrong item was shipped to you, you will not be responsible for return shipping charges, and we will not charge any restocking or other fee in connection with the return. In addition, you will receive a full refund for the item, as described in our Refund Procedures.
- To return faulty products, you must contact us within 24 hours of receipt of products, and it takes 15 days to return or exchange the products.
- To inform us that you wish to return the products. We will then provide you with details of where to return the products and complete the returns process.
- We cannot accept items back that have been opened or used unless you received the item in a damaged or defective condition.
- Damaged or defective items returned without their original packaging will not receive a refund.

Other returns:

- For all returns other than damaged, defective or incorrectly-shipped items (see above), you will be responsible for the shipping charges to return the item(s).
- If we provide a refund, Subject to the product being unused and unworn with all the original tags intact as at the time of receiving the product. The refund for any items will be at our sole discretion and will be subject to the approval of our inspection team.
- Once your return is received and inspected, we will email you that we have received your returned item.
 - We will also notify you of the approval or rejection of your refund.
 - If you are approved, we will notify you.
 - Shipping back the item is handled by the customer

Refund Procedures

- Your refund will be in the form of payment used for the purchase.
- Your refund will be processed, and a credit will automatically be applied to your credit card or original payment method within 10-15 days.

Late or missing refunds (if applicable)

- If you haven't received a refund yet, first recheck your bank account. Then contact your credit card company; it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact us.

Before your parcel leaves our warehouse, it is thoroughly checked and controlled by our packing team. If you receive an item, which is damaged, please get in touch with us immediately. If your item is faulty (i.e., received damaged or manufacturing fault), we can offer alternatives such as repair or exchanges. For more information, please get in touch with our Customer Care team. Where possible, we will offer to repair faulty items. If you would like to exchange your item, please be aware that we can only replace it for the same product in the same size, subject to availability. You will receive a credit note if the item cannot be repaired or replaced.

TERMINATION WITHOUT REFUND

We reserve the right to terminate accounts without refund or prior notice if you violate our published Terms and conditions or become verbally abusive to our staff, other users of our site, or our associates. In case such a user tries to resubscribe to our site we reserve the right to terminate their account without a refund or prior notice and block his/her IP address.

Changes to this Refund Policy

We reserve the right to alter this Refund Policy at any time. Such alterations will be posted on our website. You can also obtain an up-to-date copy of our Refund Policy by contacting us at through contact us form.

This document was last updated on November 22, 2021