

RETURNS & EXCHANGES

Do you accept returns?

As an important part of our value chain, we offer a 30-day return policy. You will receive a refund once the product has arrived back at our warehouse and we have assessed its condition (in original packaging with all components and accessories included). For return instructions, please contact our Customer Service at hello@slategoods.shop.

A rate of 15% will be deducted from your refund to cover the costs of handling and restocking. Shipping costs incurred during the delivery of your parcel will not be included in your refund.

In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

Do you offer exchanges?

Yes, within 30 days of receiving your order. As with returns, the item you wish to exchange must be in mint condition with all original packaging and components. You may exchange it for a product of equal or lesser value; we will refund you the difference for lower-priced items and bill you for the difference for a higher-priced product.

Please note shipping fees will be applied to the exchange, according to the destination.

I received the wrong product. What do I do?

We ask all customers to check your original orders and compare your product against the website when you receive it. If you believe you received the wrong item, or your order is damaged, please contact us within 7 days so we can work with you to correct the issue.

How do I know Slate/Goods has received my return?

We will send you an email confirming receipt of your return. Your refund will reach you approximately 3 to 5 days after that email.

If you have not received an email within two weeks of the date you shipped your return to us, please contact Customer Service with your order and tracking numbers so we can assist you.

How long does processing returns take?

Once we receive your email requesting the return, we will email you instructions about how to pack and ship your item. Once we have received the package, we will process your refund within 7 business days and send you a notification to the email address you provided with your transaction. Expect the refund to be reflected on your credit card or PayPal account up to 5-10 days after that point.