



Returns & Exchanges Policy

We want you to love your Windward&Co purchase. If you are not completely satisfied, you can return your unworn, unwashed, and undamaged items for a refund or exchange within 28 days of delivery.

Returns Window

You have 28 days from the date you receive your order to initiate a return.

Condition of Items

To be eligible for a return or exchange, your item must be:

- In its original, unused, and unwashed condition.
- With all original tags attached and packaging intact.
- Free from any stains, odors, or damage.

What Can Be Returned?

Full-price and sale items are eligible for return or exchange.

For hygiene reasons, final sale items and underwear are final and cannot be returned or exchanged unless faulty.

How to Initiate a Return

Step 1: Contact our customer service team at wndwrd-cs@protonmail.com within the 28-day window. Please include your order number and the items you wish to return.

Step 2: We will provide you with a Returns Authorisation Number and instructions on where to send your package.

Step 3: Securely package your items, including a copy of your original order confirmation or a note with your Returns Authorisation Number. We recommend using a tracked and insured shipping service.

Return Shipping Costs

The customer is responsible for the cost of return shipping unless the return is due to an error on our part (e.g., wrong item sent) or a faulty product.

The original shipping cost is non-refundable for refunds based on change of mind.

Refunds

Once we receive and inspect your return, we will process your refund to the original payment method.

Please allow 5-10 business days for the refund to appear in your account after we have processed it.

You will be notified via email once your refund has been issued.

Exchanges

We currently offer exchanges for a different size of the same item, subject to availability.

If the size you need is available, we will ship it to you once we receive your return. You will only be charged for the outbound shipping of the new item.

If the size you need is not available, we will issue a refund to your original payment method.

Damaged or Faulty Items

We take great care in ensuring our products meet the highest standards. If you receive a damaged or faulty item, please contact us immediately at wndwrd-cs@protonmail.com with your order number and photos of the damage or fault. We will gladly arrange a replacement or full refund, including any shipping costs.

Final Sale Items

Items marked "Final Sale" are not eligible for return, exchange, or refund. Please choose carefully.

International Returns

Customers outside of our primary shipping country are responsible for any customs duties, taxes, and return shipping costs.

We cannot be responsible for returns that are lost or damaged in transit, so we strongly recommend using a tracked and insured service.

Contact Us

If you have any questions about our returns policy, please don't hesitate to get in touch.

Windward&Co Customer Service

Email: wndwrd-cs@protonmail.com

Response Time: We aim to respond to all inquiries within 24-48 hours during business days.

This policy was last updated on 17 November 2025.