

How can I return an item?

We hope that you are pleased with your order. Should you wish to return any of the items you bought for any reason, we will be happy to refund or exchange a product provided it is in fully resalable condition.

In order to return your items please email:
infomea@trutex.com or return directly to the original store.

To return an item for a refund or exchange, you will require the following details:

-  Order reference or original receipt
-  Name on account
-  Email address on account

Return Conditions:

-  Original tags attached
-  Resalable condition
-  Part of the current uniform

Return or exchange is allowed within a maximum of 30 days from the date of purchase

For hygiene reasons, socks and tights are non-returnable and non-refundable unless they are faulty. Swimwear is only eligible for return or exchange if it is unworn and the protective hygiene strip remains fully intact.

Please email infomea@trutex.com if you need any further information or assistance

When will I receive my refund?

Refunds will be made (less any applicable discount) by re-crediting your original payment method. All refunds will be made within maximum of 14 days (typically 5 days) of us receiving the returned goods or upon evidence that you have returned the goods to us.

A full refund will be issued if the goods are returned with no sign of unreasonable use which would lead to the diminished value of the products.



Visit: <https://www.trutex.ae/pages/cancellations> for further information or scan the QR code