TRUTEX

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, we will be happy to refund or exchange a product provided it is in fully resalable condition.

WHAT YOU WILL NEED

- 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 FOR A REFUND

Online orders can be returned for a refund using our collection service.

Use the returns page: www.trutex.ae/pages/returns
Or in settings: My Account > Order History

One collection per order is free of charge. Any additional collection for the same order will be charged at AED 25 per collection.

Once your request is submitted, you will receive an email confirming that Aramex will contact you to arrange

EXCHANGES

All exchanges must be completed in store.

Please bring the item and your order reference or original receipt to the original store.

Store purchases are handled in store.

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

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.

TRUTEX

Book a free return collection

For online orders being returned for a refund only. Follow one of the two options below.

1 Free collection per order | Additional collections: 25 AED each

OPTION 1:
LOG INTO YOUR TRUTEX ACCOUNT

1. Open My Account

Log in, select the Profile icon, then choose My Account.

2. Find your order

In Order History, find the order and select view.

3. Start the return

Select Return Items.

OPTION 2:
USE THE RETURNS LINK

1. Open the returns page

Go to www.trutex.ae/pages/returns.

2. Enter your details

Enter the order number and the email address used for the order. The order number can be entered with or without #.

3. Verify your email

Enter the 6-digit code sent to your email. The code expires after 15 minutes.

Complete your request

1 **CHOOSE THE ITEMS**
Select each item you want to return and confirm the quantity.

2 **SELECT A REASON**
Choose the return reason from the list. Add an optional note if needed.

3 **SUBMIT THE REQUEST**
Select Request Return to submit your return for refund request.

4 **WAIT FOR COLLECTION DETAILS**
You will receive a confirmation email. Aramex will then contact you to arrange the collection.

IMPORTANT
One free collection is available per order. If you need another collection for the same order, AED 25 will be charged for each additional collection.

EXCHANGES
The collection service is for returns for refund only. All exchanges must be completed in store.

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

NEED HELP? Email infomea@trutex.com