

WEBSITE LEGAL -----

Returns & Refunds Policy

Returns, refunds and your rights

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01 Overview

This policy explains how returns and refunds work for items bought from Collect DXB, and forms part of our Terms & Conditions. Please inspect your order as soon as it arrives and contact info@collectdxb.com immediately if an item is defective, damaged or not the item you ordered, so we can put it right. Because our items are unique, vintage and individually authenticated, returns are otherwise accepted only within the window and on the conditions set out below.

02 3-day (72-hour) return window

You have three (3) days — 72 hours — from the date you receive an item to request a return. Requests after this period cannot be accepted, except where a non-waivable consumer right applies.

03 Return conditions

To be eligible, the item must be in the same condition in which you received it — unworn, unused and unaltered — with all tags attached, any security tag or seal intact, and complete with its original packaging, boxes, papers, dust bags, certificates and accessories. You must also provide the order confirmation or proof of purchase.

04 How to request a return

Contact info@collectdxb.com within the window with your order details and reason. If approved, we will send instructions on how and where to send the item. Items returned without an approved request will not be accepted. For international returns, a valid tracking number must be provided.

05 Authenticity guarantee

Every item is authenticated by us before listing. If an item is later determined to be counterfeit by the original manufacturer or a recognised independent authority, we will refund the full purchase price and original outbound shipping on return of the item in the same condition. This guarantee does not expire. Disclosed condition, restoration or replaced service parts are not a basis for return under this guarantee. See our Authenticity Guarantee.

06 Items we cannot accept

We cannot accept returns on items worn, sized, altered, serviced or damaged after delivery; returned without their tags, security tag, packaging or accessories; or confirmed authentic and accurately described where no non-waivable consumer right applies.

07 Return shipping costs

Where an item is not as described or is found to be counterfeit, we cover return shipping. For any other approved return, you are responsible for return shipping costs; original outbound shipping is not refunded on a change-of-mind return.

08 Refunds

Once we receive and inspect your returned item, we will let you know whether the refund is approved. Approved refunds are issued to your original payment method within ten (10) business days of approval. Your bank or card provider may need additional time. If more than fifteen (15) business days have passed since approval and you have not received your refund, contact info@collectdxb.com.

09 Your statutory rights

Nothing in this policy removes any right you have that cannot be waived under the UAE Consumer Protection Law, or under any mandatory consumer-protection law of your country of residence.