

Thank you for shopping with doce.

We want you to love your purchase, but if something isn't quite right, we're here to help.

Returns

You have 14 days from the date you receive your order to request a return.

To be eligible for a return, items must be:

Unworn and in their original condition

Unwashed and free from any scents (e.g., perfume, smoke)

With all original tags and labels attached

Please note: Returns that do not meet these conditions may not be accepted.

How to Request a Return

Email us at mailing@doceclo.co.uk with your order number and reason for return.

We will respond within 2 business days with a free return shipping label and return instructions.

Pack your items securely and drop them off using the instructions provided.

Return shipping costs are fully covered by us.

Once we receive and inspect your return, we will notify you via email.

If approved, your refund will be processed to your original method of payment within 5–10 business days.

Exchanges

We do offer exchanges!

The item you choose must be of equal or greater value than the item being returned.

If the new item is of greater value, you will be asked to pay the difference before your new item is shipped.

Exchanges are subject to availability and will be processed once your return has been received and approved.

If you would like to make an exchange, please email us at mailing@doceclo.co.uk with your order number and exchange request.

RETURNS POLICY

Faulty or Incorrect Items

If you receive an item that is faulty, damaged, or not what you ordered, please email us at mailing@doceclo.co.uk within 7 days of receiving it. We will arrange a replacement or refund at no additional cost to you.

Final Sale Items

Certain items are non-returnable, including:

Final Sale items

Discounted Sale items

Underwear or socks (for hygiene reasons)

Custom or personalized items

These items will be clearly marked on the product page.
