

FIVE GUYS®

RETURNS POLICY

Thanks for shopping our Five Guys Merch!

If you are not entirely satisfied with your purchase, we're here to help.

Our Customer Service team is reachable at merchandise@fiveguys.co.uk on Mon-Fri from 9:00 to 16:00.

RETURNS

You have 30 calendar days to return an item from the date of delivery. If 30 days have gone by since the date of delivery, unfortunately we cannot offer you a refund.

To be eligible for a return, your item must be in the same condition that you received it: unused, unwashed, with its original tags and packaging. We are unable to accept returns of socks or headwear due to hygiene reasons.

Your item needs to have the receipt or invoice attached in the original order. If this is unavailable, you may print it from your original confirmation email.

EXCHANGES

We are currently unable to process exchanges.

You can return your item to us and place a new order to receive the item of your choice.

SALE ITEMS

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

REFUNDS

Once your return is received and inspected to ensure there is no damage, we will notify you that we have received your item, and whether the return has been approved or rejected.

If approved, we will initiate a refund to your original method of payment. The credit will be applied within a certain amount of days (depending on your card issuer's policies).

We try our best to process returns as quickly as we can, however, please allow 7-10 working days for your refund to be processed.



LATE OR MISSING REFUNDS

If you haven't received your refund yet, please first check your bank account statement again.

Then, contact your bank or credit card company – it may take some time before your refund is officially posted, as card issuers have different refund policies.

If you've done all of this and you still have not received your refund yet, please contact us.

SHIPPING

You will be responsible for paying for your own shipping costs for returning your item (unless it is a damaged or faulty item). Shipping costs are non refundable.

We recommend using a recorded or tracked service to ensure the item is received back to us safely. We are not responsible for lost, stolen, or damaged returned parcels.

ADDRESS

Please return to the address below:

Five Guys, Unit 4, Pinewood Estates, Wexham Street, SL3 6NB

We must treat all customers fairly. Every customer will receive exactly the same service, every time.

We must stick to the returns policy. We will not refund outside of this period, without exception. We will not be responsible for the loss or damage of any returned parcels, so please keep your tracking number.

Any other questions, don't hesitate to contact us.

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