

Return policy

1. Quality complaints will be handled according to the general standards and practices in the wholesale textile sector.
2. Customers are responsible for checking the goods received against the order. Variation tolerance in the received products (in size, color, quality variation) is +/-5% (in accordance with the wholesale textile sector standards).
3. Once the goods are modified, (e.g. printed, embroidered, tag changed etc..) no refund is possible. Please check the received orders before making any changes to the products.
4. The Customer is responsible for checking the quality of the received goods, before selling on to their customers and consumers. In case of a problem in the fulfillment of the order, please contact our sales department in writing within 48 hours of delivery. We are unable to accept complaints after this period.
5. UTT Europe reserves the right to make decisions regarding the return of products for quality reasons. To initiate a quality complaint, it is necessary to provide, in addition to the conditions outlined in our current Return Policy, a good-quality photo (resolution, brightness, visible defect) is required to illustrate the issue.
6. In case of a refund or exchange of any item, please forward the order or invoice number to quality@utteurope.com email address. All returns must be given a return number in advance. Return and exchange of goods is possible after these previous arrangements are made. Without a return number applied to the return parcel, our representative will not be able to process the returned parcel.
7. All items must be returned in their original packaging. In case of damaged packaging and/or damage to the item, and for used items, a refund or exchange is not possible. The refund or exchange of underwear and shirts is not possible due to hygiene reasons.
8. UTT Europe is not liable for any damage caused by improper use. Exchange or return of such products is not possible.
9. Exchange without complaint of unwanted items (e.g. "I don't like it" or "I rather choose a different size/color") is not possible in the wholesale textile sector. Customers may claim a refund or exchange undamaged items in their original packaging within 60 days (including return time), for a 20% of sales value charge, subject to a minimum 10 EUR/invoice handling fee. UTT Europe reserves the right to deviate from this policy in justified cases.
10. Products invoiced more than 60 days prior to any problem or claim cannot be refunded.
11. Products purchased during an outlet or sale promotion can only be returned in case of quality complaints.
12. Specially ordered, non-stock items are non-returnable.
13. Sizes may differ with each brand. Customers are responsible for checking the sizes as advertised on our website before placing their order. (Variation tolerance is +/-5 %.)
14. UTT Europe issues credit notes for agreed claims within 7 days of acceptance of the return.
15. All return parcels should be delivered to our warehouse at 2051. Biatorbágy, Budaörsi út 1. Hungary

Valid from 16th of March 2026, until revoked.

UTT Europe Kft.

Budaörs, Hungary