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Hermes parcel return missguided

HOME MISGUIDED Our Services About Us Careers Contact the Online Corporate Customer Login Sites Mmap By Anonymous on August 15, 2017 So I stopped asking for misguiding due to your poor customer service. A few days ago, I decided to order a dress from the company, hoping that the service had improved. I am currently almost two weeks after major surgery, so I felt comfortable ordering the item, knowing that if the item was not suitable, I could use the Hermes collection option to return the parcel. When I received the item, it became evident that the item was not for me. I visited the wrong place to organize a collection. However, the system would not generate a collection time. I contacted Misguided via chat and talked to Emma. Emma warned me that my item was not eligible for the Hermes collection because it was delivered by Yodel. That?? To begin with, as a customer, I do not have the choice of which wrong delivery company chooses to select to deliver my parcel, secondly, on the wrong site, the Hermes collection is offered as an option, does not offer a disclaimer that the service is not available if the company decides to use Yodel to deliver orders. I advise Emma of these concerns, and that I would be unable to travel to the Hermes store due to my surgery. I even warned that I might be able to get a neighbor to travel to a delivery location at a corner store maybe a minute away, but that was it. Emma warned that the nearest Hermes store was 8 minutes away. I expressed my disgust with the fake advertisement on the Misguided website; I also explained that customers should not be inconvenient, due to Misguided's decision to stop using real mail as a return option and selectively choose which parcels are eligible for the Hermes collection. I asked to communicate with a supervisor. Emma asked me what solution I wanted; and I warned her that wrong needed to generate the necessary paperwork for a Hermes collection or if I asked for the collection of the parcel, mistaken should reimburse me. Despite my request for supervisor, Emma immediately claimed that she spoke to her supervisor Sowdha, and was warned that they could not help me, and I would need to travel to a Hermes location. That answer is totally unacceptable! The blatant disrespect displayed tonight by Emma and Sowdha was totally inappropriate. The Misguided Website provides false information related to your return options to your customers. The verbiage on the site tries to give the appearance of returns being free and low risk to customers when, in reality, the company wants to make the return process as complex and inconvenient as possible. I will never do business with this company again By Hannah Wilkinson on April 3, 2017 I made an order with delivery the next day on 28/03/17 expecting delivery on 29/03. The stopped updating once he had said he was on his way to the messenger. I asked i with Misguided, they said there was a delay with the messenger and was supposed to be with me on 3/30, but to keep checking the trace for updates. The next day I took a look at the tracking in the morning and it had not yet been updated, I asked this and they stated that the parcel had never been scand with Hermes and it would take about 48 hours for them to find out more. So I took the assumption that it meant it would be delivered on 4/3 and they stated that this should be the last date that would be with me. I asked them for an update on progress with my request at noon 30/03 and they warned that the order had arrived at the messenger and is on the way to the driver, I asked if this means I should wait 31/3and they responded saying that there had been another delay with the messenger, surprise surprise. As you can imagine this is where I started getting very frustrated as my delivery the next day had taken so far 3 business days at least and as I needed it for the following Monday 4/3, I was starting to panic. It came to Friday 31/03 and again my tracking had not yet been updated, so I asked if it could be reordered there to finish for Saturday delivery as I needed it for Monday and the package was obviously lost. They refused this and told me they couldn't because the parcel could still reach me and just repeatedly told me to keep looking at the crawl and wait another 24 hours that I couldn't afford to do as I had said earlier that I needed for Monday. I canceled my order with them and demanded a refund, and then I made a new order for the same items for Sunday delivery. Keeping in mind, I am now out of money for a delivery I didn't receive and had to pay again for a new delivery. Shocking, but not surprisingly... my order ordered for Sunday delivery DID NOT APPEAR. I waited from 8:00 to 9:00 to wait for the package. Interestingly, at the end of the night, after 9:00 p.m., the tracking was updated stating that it had been delivered to the reception !?! Um, no one called my house on Sunday. Second, I live in a 3 bedroom house. there is no reception. I spoke to Misguided and they told me to check with my neighbors how it could be with them if I wasn't in, but I was in then why would the messenger deliver to a neighbor and which neighbor?!?! The end result is that I have to fill out a disclaimer form that takes 72 hours to process. I paid for two deliveries and didn't receive any of them, my friend didn't receive her birthday present and Misguided lost a loyal customer who spent a good amount of money on them. It's safe to say I won't use them again. Now I expect my refund for both orders. By Jade on February 9, 2017 I made my order was showing for delivery at day not receive my second day parcel for delivery not received. Live chat with Adam that night explaining that I didn't receive my package so I released that I had put the correct address but made mistake in my zip code (my mistake) like this it is based online and so is the messenger this can only be changed by email I was then warned that the goods was on the way back to the sender as the delivery tried 3 times. When asking where my delivery as it was attempted was unable to provide this information and it was said that now I will have to wait 14 days for refund when corrected about this information about the delivery attempt 3 times now being returned when in fact the goods were out only on two separate occasions and there was no card left in my address and totally different postcode area also asked why the courier had not contacted me or the sender to check the address on the first attempt realizing that the zip code that was not given number 4 or the correct street name they could not provide a reasonable answer and kept repeating that they would have to check with the messenger and this could take 24hours I was then informed that this would be put back for delivery as information on the mail site incorrectly tried only twice and my zip code as has been changed. I checked this the next day with Chloe who again repeated the same as the night before the goods showing return to the sender and that I would have to wait for the refund. So that night I sent an email to this being the third day to say I would like my refund as soon as possible! now 4th day delivery is showing delivered and signed for when no one was all day to take this delivery when requested for POD could not provide this information and asked me to check goods left save but again no card left to say delivery attempt or where the goods were left now I'll have to fill out a form and email and wait a little longer and still no one to talk with policy all wrong will never ask from this site the customer service is terrible for this company If I made the Oder and I can provide all the relevant information about who I am and that I ordered the goods then no reason why I can not be provided with where the goods were tried delivery and also who is the name as signed for the goods! They have not given me any information besides we can not the messenger and if the goods do not appear send more information so they can look at it! And that's why at some point you should have people to talk to not just with an irrelevant live chat that doesn't get you anywhere by michele on December 29, 2016 I returned items back for a refund more than 2 weeks ago and 2 days ago I contacted them because I never received a refund. They're telling me you didn't get my package. According to my tracking number, they made it. they're asking me to provide proof of delivery and number of - that I don't have anymore because that was now 3 WEEKS ago. So basically, I lost all my purchase. they will NOT refund me and what annoys me the most - they will NOT admit your mistake of losing my package. They're completely disorganized. a customer service advisor says one thing - another says something different. Very bad customer service, unethical, cheap cheap overpriced and liars. if there was less than a 1-star revision- I'd give it to them. So far on December 7, 2016 Mistaken is not a place to spend your money unless you don't mind waiting two months for a refund! They also have the tendency to send incorrect and damaged items to the consumer! Unlike most reputable companies, they prefer to go back and back with you and give you a solid run rather than be professional and solve the problem right away! When you send an email to them, they will continually ask for information you have already sent to save time! After all their mistakes I keep giving them a chance, but because I reported a \$600.00 claim to PayPal because they claimed they didn't get it when I got confirmation that they did, they revoked my student discount!! Any company with a reputable name and in a good position would humble themselves and reach the customer to correct their situation, but not misguiding! I will continue to buy ASOS which is courteous, professional, whole and appreciated of my business!! You can get stingy and keep my student discount disabled because this is a reflection of your professionalism!! By staying away from the guided miss on December 6, 2016 promises to deliver items the next day - they never even send the items, but you can guess that they still take your money!! when you confront them (after spending a week even trying to get them to respond) they accuse you of lying and then refuse a refund! they are a scam f a company and urge anyone to report them to trading standards - some people currently are!! By IH8MISGUIDED on December 6, 2016 Miss Guided has the worst customer service as well as delivery service!! They offer a service the next day that they were never able to achieve because they don't really ship their items - BUT they take their money and keep it still!! they then accuse you of lying and refusing a refund!! Only work in this place - I'm confused as they are still of their own! STAY AWAY! By MuggedoffbyMisguided on November 10, 2016 AVOID MISGUIDED!!! Ordered delivery the next day to arrive Monday - it is now Thursday and still no order. Attempts to contact them to find out what's going on are futile. They don't have a phone number, so you die of old age waiting for them to respond in web chat. When they respond they are just lies and fob offs. I asked for a refund but they won't give me one until the package is returned to them - how does this work so when the messenger obviously lost the package???? Seriously ladies DO NOT PEÇAM of this bunch of muppets! They are thieves and just get away with your money! By Anonymous on October 17, 2016 SAVE YOURSELF AND SPEND YOUR MONEY ELSEWHERE. I made an order on 9/9, and hours Misguided puts up a sale for 30% off. I email customer service to try to cancel my order so I can place another order. CRICKETS - NO RESPONSE FROM THIS EMAIL, even until this Believing that nothing would go wrong, as this is my first experience with Misguided, I placed a second order of the same items, same color, same size. So I could return the first order and bite the cost of sending the items back to Misguided. I speak to a representative on September 29th because Misguidid refunded the entire order on my second order and not on my first order. He assured me that I would receive all my refund (as I wanted to return another item on my second order). I speak to another representative today because the refund was not the correct amount I should have received. Today's rep is telling me that the original representative mistakenly told me that he would return the correct amount to me. They're basically trying to make me have a \$36 cash loss I spent on their company and provided no solution to repay my money. I'll never buy it here again. I'll tell everyone I know never to buy here again. I will post on their social media platforms to prevent others from buying from Misguided. By Anonymous on October 6, 2016 I needed an order for the next day! It's not here yet. Furious about this, the site has no tracker the chat groups are never responsive, never ask from here unless you want poor quality or late shipping for prices you pay extra so you can deliver it sooner! By Caitlin on August 26, 2016 First, I was charged twice for my order. I took myself noting on a bank statement, so I had to contact via chat and email, and follow up twice to confirm that the second charge would be

reversed. I ordered on August 11 th my bachelorette trip in Vegas and on purpose I sent the swimsuits to Vegas so they would be there in time. I checked the trace several times after the shipment processed and there was no update, so I contacted via chat. They said they'd investigate it and they never came back to me. I reached out again the next day. They said the product was leaving the warehouse 5 business days after my order was made and that they were sorry for the delay. On the day you land in Vegas, tracking says the order hasn't left the warehouse yet. Right now I'm so angry because even if it's more nocturnal right now, he'd only arrive with a day trip. I contacted again to ask them to re-send an express order because of the delay in their name and they refused. So I ask for a refund that they refuse! In short, after more than 50 chats/emails and after dealing with more than 15 representatives (no 1 never letting me talk to a manager), I couldn't talk to anyone on the phone once and my order hasn't been refunded yet! I WOULD NEVER WASTE TIME ORDERING WITH THIS COMPANY AGAIN. Not only did they completely ruin my bachelorette weekend in Vegas, the the ONLINE client ONLY passes you through the ringer over and more tortuous and no one is acting responsible! No one tried to fix the situation once and for all so I literally lost hours of my my Seriously, I hope this company goes out of business for the way it treats its customers. By Anonymous on July 24, 2016 I was falsely encouraged to buy some clothes with this site under the promise of free delivery the next day. I make this order on July 21. However, I was shocked to learn that the post office they employ claimed to have tried to deliver on July 22, at a time when there were 4 members of my family in my house. Under no circumstances did anyone knock on our door or ring our bell. Not only did the messenger lie, but when a formal complaint was made to Misguided, they rejected the false delivery attempt entirely and informed me that I would have to be home all the next day too to pick up my clothes. I had plans at night and left home at 6:00. I had instructed the help center to leave my package with a neighbor or in a safe place. Again, on the 23rd, my parcel was not delivered. He wasn't left with a neighbor or a safe place, but he went back to the warehouse. The worst part is that I asked the help center to tell me what deposit my package was in so I could collect it myself. They provided me with the address of a warehouse that was an hour's drive away. After I pushed the matter, only then did the help center inform me that they could not confirm if this was the actual deposit where my package was being held or if I would in fact be allowed into the warehouse to collect it. The fact that their customer service operators were willing to let me drive for an hour only to find that they had fed me completely false information is beyond outrageous. I'm still waiting for my supposed delivery the next day. If you have any common sense, you won't ask with this site for your customer service proved to be surprisingly poor. By Anonymous on July 22, 2016 Received an order with a missing top that I paid as it is on the invoice. Looking for the packing slip and it's not there. I sent an email to customer service five times without a single response. Shameful and reading other reviews I'm not the only frustrated and disappointed customer. They need to be investigated, it's terrible, I just want the top I asked for. I'm going to investigate who I can report this to and take further action. I finally got an email saying not to send any more emails as this will push me further down on the cue. It's been two months since my first email and that's how they handle it. They should not be in operation if they cannot handle customers in a professional and timely manner. I'll never ask them again, and I'll make sure everyone I know doesn't do it either. Unbelievable indeed! By Jayson on July 11, 2016 I bought a £35 jumpsuit on behalf of my 16-year-old daughter who arrived divided into the seam and was very small. The sent back and received a £32.50 after a £2.50 adjustment was made for some reason. I've sent an email to them 3 times in the last 10 days to ask asking the adjustment was for (there may be a legitimate reason), but did not get a single answer. Problems happen, but the test of a good company is how quickly they solve customer problems. This company simply ignores them and buries its head in the sand. Bad, unprofessional and I see here they do it regularly and do not improve. I would never buy from them again when there are so many great companies out there. I meant what I said. Poorly guided - yes, it sums them up. I'm not even going to mention the lack of a phone number to call their customer service department. I think it's because there isn't one. By Anonymous on May 26, 2016 I made several orders for Misguided although I had never ordered from them before. I was very disappointed with the size, even though I used there sizing guide and returned approximately \$ 490 in clothes. They recognized part of the comeback, though it was all in one charge. They said I would get the refund in 3-5 days and I still haven't seen a penny. I emailed about the rest of the returned items and they asked for proof of posting. I emailed the information promptly and had no news from anyone for several days. So I sent a follow-up email to see what was going on. Someone answered by asking what items I had returned the next day. I forged this information in the original email and when I received a reply to the email it detailed how much I should receive in refunds by sending the requested information. The # reference and the previous emails were attached to the email I sent to not understand why it would be so difficult for the customer service agent to scroll down and simply read the emails. I am more than frustrated with Misguided and will be pursuing other ways to get my money back. I'll contact the Department of Consumer Finance and anyone else I can think of until my money is returned. I believe that the clothes on the site are significantly customized or photoshopped and seem to be a much better quality than they really are. Between the product, the customer service (or lack there), and the fact that they are just a total scam, I'll stay away from Misguided and I suggest you do the same. By Sarah on May 15, 2016 The first order I made went very well all was fine, the second order I made was extremely disappointing I paid for a pair of £35 jeans and the next day delivery £2 in this discount code, I never received a confirmation of my order by email or even in my order history but the £37 was withdrawn from my bank so I made the order, I was confused so I contacted the help team by email, Instagram and Twitter and after 3 days I finally received a reply saying that my order had not been properly made and I should give it another day to get but obviously I waited and nothing happened so they refunded my order immediately, as I am a 16 year old with less than a minimum wage losing £37 is a lot of money but I was reimbursed the same day they they would. I thought I'd order a shirt a week later for a party the next night, the shirt cost £25 and the next day it delivered £2, I ordered it on Thursday and now it's Sunday and still no sign of my order I didn't mind sending emails as they take too long to reply so I Instagram sent a message and received a relatively quick reply, they told me to wait until tomorrow and if the order hasn't arrived yet they will sort it as a missing package and refund me. I'm so disappointed, I had to get a whole outfit for the party that I went too and the order hasn't arrived yet!!! Never ask from there! By b on May 2, 2016 Love this site I always buy my dresses from here! I end up getting more than one because you can get more for your money and also the quality it brilliant for what you pay for. It always arrives in perfect time, and they usually send discount for your next order! By Anonymous on April 5, 2016 I made a request with Ms. Guided in early March. Unfortunately the dresses I received were not suitable for me, so I return them in the post. Miss Guided received the parcel on 03/11/2016 – I am still awaiting my refund of £23.99. Since then, I've sent over 6 emails to customer service and just had one response. One of the customer service representatives warned me that there was a technical failure and that it would process the transaction as soon as it sent the order details..... why she didn't have them – I don't know I did it twice and raised a compatible and no one came back to me. Working in customer-focused roles my whole life, I understand the value of good customer service and feel really disappointed by this service. I raised an agreement on Friday 01/04/2016 and have not yet had an answer. I posted in 'live chat' and no one came back to me there either. What's the point in having live chat I feel really disappointed with that and know they will play the long game in the return of my £23.00. Thank God I only spent so much. Clothes are cheap and the service is bad. I will never use this service again! By Melissa on March 26, 2016 What a terrible company. I bought two dresses, evolved one and stayed with the other. They refunded the dress I had kept, which was £5.00 cheaper than what I had sent back. Their complaints department ignored my e-mails. I'm down £5.00, it was my first order and my last. By Rika on March 24, 2016 I am a first time customer from the USA. To be honest, after all the negative reviews, I was very hesitant to buy. Most bad reviews state one or two of the following: quality is bad, they send the wrong size, item, missing item, long delayed deliveries and unforgettable package. However, after looking at your items online and what some YouTubers have achieved, take a leap of faith. After all, none of them claimed it was a scam. Also, of all the affordable online stores I was browsing, I found theirs to match my style and they looked very beautiful, beautiful, and elegant for me. I knew what I was getting into, so I honestly didn't expect much. I ordered 6 items (UK SIZE 2) that were mainly on SALE, and made my order on March 16, 2016. The total was £1.20 (I used the student discount code as well). I would have spent more, but my boyfriend advised me not to spend more than \$100 JUST IN CASE. I paid via PayPal (I heard it's the safest way to pay), and after not hearing from them for more than 24 hours, I was a little paranoid (rrrrs) so I sent an email to know my tracking and delivery details. I didn't get an answer; although I have an email the next day containing the tracking and delivery details. As most customers noted, when I clicked the link, it didn't work, and the details were not found. However, I decided to think positive, be patient, not sweat, because it is something out of my control. I believe in karma anyway. So I kept trying the link for the next few days, and I was delighted when it worked. My package finally arrived on March 24, 2016, exactly 8 business days after I ordered (which DOES NOT include WEEKENDS, ty). I was very happy that they were on time. To my dismay, they gave me a UK SIZE 6, and I was irritated, because I thought, if the sizes had been converted without my knowledge? So I tried them all, and they all fit me to a tee. They look exactly like the photo, and I was very confused in a good way. I am a very satisfied customer, but the SIZE part still confuses me. I hope the team can explain this to me one day. Lol. In the meantime, I'm going to enjoy using what I asked for. I'm sorry for what other customers have experienced, but I think they're trying to improve their service now. I hope they are, if their service has really been unsatisfactory in the past. (Remember, no matter how good the food is, if the service sucks, no one would want to go back to your restaurant!) My advice to those who are thinking of buying or not from MISGUIDED, I say to do your own research. If you are TRULY petrified after reading the bad reviews but REALLY want to buy your stuff, I suggest just buying one or two items (up to you) to try your product, just spend an amount you won't regret! By Anonymous on March 16, 2016 This is the worst service of all time.. I can't even type in all my experience with them. They stole my money and kept saying it's being reimbursed and they're investigating. I hate them. Avoid at all costs By Anonymous on March 14, 2016 I ordered a dress for a family wedding. I waited over a month for the dress to come my size. I was emailed to provide an ID (passport or driver's license) for them to process my application. They ensured that my dress waiting for me and they need the documentation to process it. I sent an email to their customer service team. Brian was the not-so-wonderful person I dealt with who told me that if I didn't provide the documents, then they would cancel my order. Needing the dress I foolishly provided my ID ID then received an email to say that everything is clean and my tracking information would be attached to the link in the email. By clicking on the link I found out that they canceled my order. I answered the email to not receive a reply. I contacted their team on Facebook, unresponsive. I contacted their customer service team on the site to be treated with Daniah. He after explaining that my order was canceled and I should reorder something else. After asking to speak to a manager, he ended our conversation. I work in an industry based on customer service and was shocked by the treatment received. I would honestly avoid using this company. Just for the dress was chosen by someone and I needed to wear it I would not have bought it as deceived anyway!!! By Anonymous on February 10, 2016 I don't usually write reviews, however, after reading the bad reviews for misguided I thought I should evaluate my experience. Overall the delivery was good, I ordered on Friday night and the item arrived on Tuesday morning. I hadn't selected the next day delivery, so I was waiting 3-5 days from the order date. The item is true for size and looks great. I was a little apprehensive about the request here due to all the negative comments, but I decided to take a chance, because the item I was buying had 50% discount! Anyway, I'm glad I did, because the item is what I expected. I also received a free lipstick with the item which was a good surprise! By Anonymous on January 26, 2016 I've been trying for a month to get a refund for an item I bought in December. I received it on time, however, they sent the wrong item. One might think that since this is a mistake on their part, you easily return it and get a refund. No! I'm still trying. All I get is a run around your chat service and your stupid email service. First I didn't get a return tag, so I had to pay for it to be sent back. So they said they can't give me the amount I paid for shipping originally because they had to send it to me. At this point I would just like someone to reply email. And, of course, take my money and I paid for the item. It's not my fault they're mistakes. I shouldn't have to pay for it. They should. It's called training employees. Also, you can't call them, just email and chat. By Anonymous on January 10th, 2016 First I ordered NEXT DAY DELIVERY and my package came after 3 days! Secondly I returned my items because they were nothing like the image described using Asda TOYOU, unfortunately they lost my package, and I didn't cobtill until 2 weeks later! I realized I should check this out. I sent an e-mail and they said they haven't reached the warehouse yet. 7 WEEKS long! Believe me honestly! I sent over 45 emails and finally they said we will only refund HALF THE AMOUNT, not full! Only until the parcel arrives at the warehouse will we refund in full, WHEN clearly over 7 weeks the parcel is LOST!!! Then the 'customer service consultants' tried to be of lying about my sum but I proved them wrong showing recip of return items and they finally returned me the amount!!! Appalling customer service, and they describe items erroneously using cheap material and there are returns and deliveries profuderes definitely need to be repaired!!! By Anonymous on December 28th, 2015 I ordered with misguided on Christmas Day using a code on the site. This code gave me money from my order. I received an email on the 26th saying that my order was sent and on the way. That was good as I asked in time for New Year's Eve! So I got an e-mail on the 27th claiming that the discount code was wrong and they canceled my order and returned it to the warehouse. If they had explained it to me, I would have paid the extra money they needed so I could still have my items! Now, the same day, I'll order the dresses again none of which are my size! So without telling me they've already re-sold my order! I'm absolutely livid! It was their fault, in the first place, for mistaking the value of the discount code!!! My order has been accepted and confirmed and on the way to me! It's disgusting that they canceled before they even informed me of the situation! Now I'm in an absolute mare about what I can wear for New Year's Eve and take a vacation with me! Absolute. By Anonymous on December 6, 2015 I return two pairs of jumps for wrong 3 weeks ago in the same pack!! I was reimbursed for just a couple of jumps, and it was said that the other pair did not arrive No one knows how to make a formal complaint because I can not send more emails so annoying! By Iiz on December 4, 2015 Absolute disgusted with this company, I will never ask of them again, (me and my friends ask for many clothes online!) none of my friends, colleagues or family will ever use your company! I moaned so much, even they are tired of disorientation now! After reading all the bad reviews online and twitter, I thought it would give the misguided the benefit of the doubt! I spent £80 on Thursday, November 26, for the next day's delivery, which was scheduled for November 28. I received a tax and e-mail at 7am on the 28th stating that my order would be delivered that day..... waited all day at home... no parcel. Entered the website of the delivery company called dx and they say that the delivery was 'tried' and 'to no avail' that lie! I don't live in the middle of nowhere or in an apartment, just a normal house with my house number clearly visible and a residential area. I e-mailed him on Sunday the 29th, asking what had happened. In return I have no excuses, no help and an answer....your order will be with you soon! I replied saying I wasn't happy with that answer as I wanted the next day's delivery to know when I would receive my parcel..... No answer. The problem now is that that I gave for Saturday delivery was my home and I would not be during the week, if the package came... again another problem for re delivery. I then then another email a few hours later asking if I was satisfied with 'erms' reply to my email earlier that day..... the girl who sent me an e-mail back was called 'anna'. Answer to that a big fat NO. I sent an email to the misguided help of Twitter, which were little more useful to a very small degree, but still without joy, they asked me to call the company of dx deliveries!! Keeping in mind that I had to fit this around the work and its costs to call them. DX informed me on Monday morning at 10am that the package was under 'investigation' probably lost! I then again mistaken email, without joy!! apparently they are waiting for a call from dx. Mistaken then asked me to call dx again, even if dx had asked me to contact me wrongly and that my package had been lost! Honestly I give up, you don't listen to your customers!!!! You've seen these criticisms and the hatred of Twitter you're getting! I immediately misasked for a refund of my £80...in, who told me 'we'd investigate this'. Later, the day I received an email/tex from the dx delivery providers 'your parcel will be with you on November 28th' bearing in mind that the date was December 1st! I contacted the dx delivery again who say they they now have the package..... Yes, thank you badly guided for the update by the way. I was offered the choice of delivery address, now it was the week, I gave them my work address that is 3 miles away. The unfortunate one on the phone said yes to my work address and the package will be with me the next day... say, right, it came two days later! So I waited 7 days for a delivery the next day! When I opened the 3 items I bought... they sent me the incorrect top! I absolutely give up on you wrong! My colleague asked for you a few weeks ago and had very similar problems, problems with delivery and lies that they had 'tried to deliver' and she received a broken zipper on her £40 dress! my father felt sorry for me and secretly reordered my top which I really wanted last night at 8pm and paid the £5 the next day delivery and guess what... You didn't come today! You must have no custom! Listen to your customers! You are fast enough to take money, charge us for returns and take 10 to 14 days for refunds, and your customer service is terrible!!! everyone DOES NOT worry about the missus! They have to be the worst company I've ever dealt with! I've never had problems with asos, boohoo, little beautiful things etc. I'm definitely going to stick with them from now on! By Sarah on November 18th, 2015 Then I was a big fan of misguided until the last two months that now I never ask of them again! From customer service to simple delivery times, they are completely unprofessional and have spoiled sometimes! My last 5 orders have had some sort of error or error happen that I don't see as a coincidence and will shed some light on this review. First, order before 9pm to receive next day delivery. If misguided means next day as in 3 or 4 days later, then I which is not quite the next day. Each of my last 5 orders was delayed days! Even if I selected the next day's delivery. It seems like a little problem, but it's very annoying when you combine it with more errors. Second, the return charges have always gone wrong. I sent an item through doddle, but will be charged for posting the actual mail. A very small thing, but also very annoying. Now, for the bigger issues, I made a very large request for misguided just to note that an item I wanted, ordered and paid for was not sent to me. I contacted the misguide about it and they didn't respond. Not only did I have to send 4 emails, but I received a reply asking for my details and no response on how my problem would be resolved. So I had to bombard them with more emails to get a simple answer. They didn't even have the courtesy to inform me that I wouldn't be receiving this item or even send me an email to return me the money! Then I was passed about 3 customer service consultants before a customer service advisor then responded to me, with a coupon code for 20% discount, even though I was getting 30% for the item at the time, a refund of my item and the incorrect billing refund for the postage. Also, she told me that when the item is back in stock, I can then place a new order for it. A nuisance, but I took as I could not be bothered arguing with them anymore. However, no word on why the next day's delivery was not so the next day. Another thing, being described as customer service advisors is very misleading because they don't care about their customers. You'd think this would be the end of trouble, but it wasn't! So I found the item back in stock, I went to use this 20% discount code that I was given and says code is not valid. More enraged than ever, I just used my 10% student discount and ordered the item and sent it to me. I emailed them with my hand telling them about it and they sent me another 20% code and refunded my 10%. It's not such a bad result, right? Wrong! Today I opened my package of them to find out that they sent me a completely wrong item! Of course, I'll have to go through the hassle of sending emails again and try to sort this out with a gloomy hope of any kind of good outcome. They don't have a phone number, so I'll have to waste more time in my very busy life solving the unneeded nuisance because the malaise doesn't know how to drive as a company. The moral of the story is, DO NOT MISGUIDED PIECE Unless you want a nuisance, worse service and not so good clothes. Choose a company like ASOS or Pretty Little Thing. They are much more affordable and have a much better service! Trust me, I ordered from this garbage company 5 times with something giving every time! DON'T BUY IN MISGUIDED! By Mhairi on November 9, 2015 I ordered an outfit on Friday with the next day's delivery, as I needed on Saturday, not arrived on time. However, my order now says it's in and I'm yet to receive the goods. When I first spoke to them about the fact that I didn't receive the goods the next day they promised me a refund of my delivery fee, however I'm yet to receive this as well. Worst online retailer with shocking customer service. By Anonymous on October 23, 2015 Completely disappointed with Misguided. I asked from here a few times and was happy with the service. However, the last two times I have been extremely disappointed with their service. I usually use this site as it is one of the only sites that makes the next day free delivery which is great if you need something quickly but my order arrived 3 days late and to make matters worse the three items I had shipped didn't seem anything like they did online! The second order was another last minute order I needed in the next two days, I had already ordered a similar dress, so I knew I could trust it! However, they sent me the completely wrong dress and sold it online in what I ordered, which means I don't have clothes for tomorrow! very disappointed and to make matters worse you can't even talk to anyone to try to solve this. By Anon on October 8, 2015 I can't believe I'm writing this about Misguided. I asked several times. I noticed that you have to use FedEx with the scams. In the past, I have chosen to pay the fedex fee of \$13.00 to receive my merchandise in 2-3 days. So I ordered clothes for over \$250 on September 17, 2015.. I chose the Fedex option, which was \$0.00 since my order was over \$200. You believe that they even sent through your Royal Mail, (cheaps). Fast forward, now it's October 8, 2015, 21 days since I ordered it, still nothing. I tracked the package and it's been in some warehouse since September 21, 2015, totally ridiculous. I sent an email to customer service, they asked if I wanted them to re-dispatch, yes! I want the clothes! They came back with, we just re-dispatched on Wednesday. Basically I have to wait another week! Now it's Tuesday, I sent them an email to confirm that my re-dispatch will come out. It's been over 24 hours, no answer, enough! I PayPal to immediately escalate this into a dispute. Finally! They responded to me by saying that the reason they didn't ship the items is because PayPal reversed the misguided transaction, which was less than 24 hours ago, what happened to the re-dispatch? It's Wednesday, it was to be sent to me before PayPal intervene. It's right now! This company, its customer service is a HUGE JOKE. DO NOT waste your time, or ASK at your own risk. By Alex Mansfield on October 8, 2015 I am absolutely shocked by Misguided's customer service. I've used them before on a few occasions without problems, considering I didn't want delivery the next day in these Asked for a dress and some other clothes on The Tuesday of the next day, should have received on Wednesday. Heard nothing, pursued, kept being told that I would receive my dress; Emails. Still undressed, so I ordered the dress again on Thursday to ensure I received it for Friday, again with no email confirming when it will be delivered. Finally I received an email saying I would receive the merchandise on Saturday Party was Friday, in the end I had to take leave from work early to go buy something on Friday!!! I received the order on Monday without any of my other items and two dresses that I now clearly didn't need. So many round-trip emails advising that there were no customer services that could call me, down and in addition to receiving a call 3 days after my final email, to be honest she was fine, refunded my money, took 5 business days and finally received my refund today. And now here I am £2.00 out of pocket, 2 1/2 hours holiday taken and completely disappointed. Misguided you should be ashamed! As a project manager my previous role was to support the implementation of a mail company in a large I would clearly be looking at your project managers because something went terribly wrong..... if you need any advice on smoother implementation and notifications to your customers I would be more than happy to help, please don't let anyone have the same experience. Oh wait, checking checking FB page, it looks like it continues..... the offer still remains By Carly M on October 5, 2015 WORST COUSTOMER SEVERICE!!! I've been having trouble getting my package in the last week. I wrote them, letting them know what was going on. I received a response to fill out a document (complaint report) to help me figure out how to get my package back to me or to be sent back to them and get a refund. It's been a week and I haven't received an answer yet. It seems to me that I am the only one concerned about the whereabouts of my package, they are absolutely no help. By Anonymous on October 1, 2015 Terrible ! The clothes don't look like the ones they make and they can never deliver the next day! I've always paid for the next day's delivery, but with this store you'll never get through Miss C on September 29, 2015 I ordered items well over £60, and what should have been a next day delivery is taking more than a week, not to mention the slowness of your site while buying and collecting items. Only 5 items took almost an hour to choose and put in the basket and make the payment. I need my items for my vacation to Jamaica, and at that rate it would have to come from another retailer. The annoying part is that no one is saying much, every time I email to customer service, they have no idea when my order will be shipped out... Really?! But the funds were taken out of my account... By Anonymous on September 10, 2015 check out my review and some of my favorite knitted items from misguided.com on By Anonymous on September 7, 2015 I ordered two tops on the next July 16th delivery for Thursday the 17th as I had to go to London that day and the tops I ordered were for a festival. Anyway, it arrives at noon on the 17th and I don't get an email about it being dispatched. I email to customer service and contact The Twitter help account about my orders to make sure they are coming. They contacted me back and told me that they had a technical difficulty with the system and that my order will not be shipped until tomorrow. At what stage will they notify me of this technical difficulty? Why am I paying £4.99 for the next delivery if I won't receive my order the next day I told them to cancel it as I didn't want to and I would like the money back for my delivery. They said they could not do this, but would refund the fees, although my order had not yet been shipped due to technical difficulties. I had told them why I needed it because I was travelling to London to announce them they said they could get the order redirected to me in London, but in the next 2-3 working days it clearly doesn't make sense as I needed for Friday and that's why I paid for the net del day. A few weeks have passed at this point were in August now and I had to send an email to ask where was the delivery because she said she could not cancel, why I did not receive the items or the refund? So after contacting them on 4 occasions talking to 4 different customer customer care client occasions she told me that she could indeed cancel it and I would be reimbursed. The next day, on a Saturday morning, I got a call saying that my items are being delivered, but he can't find the exact recipient? Because it was sent after she said she could cancel it, then told him to take it to the warehouse that he thanked God for. I get an email saying they received it and I'll get my refund in 10 days Another week goes by and I don't have my refund. I have to contact them again and they say my refund has never been processed!!!!!!!!!!!! In a moment, the company has beautiful clothes, but don't pay for the next day's delivery or expect them to give you some help. Probably the worst I've ever had to deal with. Get to ASOS. By Lucy on September 2, 2015 I am extremely disappointed and frustrated with Misguided. I made an order on August 5, 2015 (I bought 6 different items totaling approximately \$NZD \$180) and 20 days later I had not yet received my parcel. I tried to use the tracking number I was given, but the site failed to load my results and so I wasn't able to track my package and find out its whereabouts. I contacted customer service and told them this, was not given any proper explanation or apology as if why the site was not working and not displaying the results it should have been! A few days later my package had not yet arrived so I contacted customer service again and asked about my order, it was told it was still in transit (20 days in transit, really?) but could expect to receive it the following Tuesday. Of course it hasn't appeared yet, so I contacted them again (third time for only one order) and informed them that it had not yet arrived, so I was told that my entire order had been LOST and they had no idea where it was! I was told that my order would be re-dispatched and I would have to wait at least another 10 business days for it to be processed and shipped again. I was patient enough to wait for this, but in the meantime I received an email with my order details. Only 2 of the 6 items were included in the order! I found this very strange, because my original order had 6 purchases, all for different things, and I asked AGAIN (fourth time) why the email only showed 2 items. They said the rest had come out of stock and they could only ship what was still available! So basically, I'll only get 2 out of 6 things that I ordered and paid good money (a small part of my purchases). They didn't give me another compensation other than a refund for the unavailable shares, although I expected some sort of coupon for my next purchase with them or a \$10 voucher – anything really! They didn't seem to take it seriously either, because they didn't give me excuses, by none of the mistakes made on his behalf or by the fact that I was kept in the dark about my own purchases. I say this because I actually had to spend a lot of my time asking about it and then was told what had gone wrong - they didn't have the respect or courtesy to email me email Let me know! It seems extremely loose service that they don't even bother to let customers know that their order has disappeared and will never arrive, also that their ordered stock is now not available and will not be in the package. The only reason I knew these things had happened is because I contacted them and asked... otherwise, I doubt I would have ever been told! I am very angry and angry that the rest of my orders have gone out of stock, no wonder that a whole month has passed since I made my original order. So while I was waiting for my order to arrive, it was really lost somewhere between the UK and New Zealand and the rest of his shares were running out quickly! I had no idea this was happening until now, when it's too late! To make matters worse, I really wanted everything under my order and was so looking forward to receiving it, now I'll never get them because there's none more. I like the clothes in Misguided but I must say that they are overpriced for what they are, nothing so special and very simple styles and fabrics. Also, I don't know if I could handle another mistake made with my orders in the future, this experience drove me away from Misguided at least in the next few time. By Anonymous on August 28, 2015 I am in the USA and learned that this company does not properly manage its returns- I literally takes months to find its share and resolve it. Without proof of posting, you're screwed, even if you actually send it to them, so always take this. I already got a top once it was so beautiful but unfortunately HORRIBLE quality and fell apart when I opened it. Some things I came back because the quality looked cheap, but I also have wonderful quality things from here as well. Just be careful with the return process can take forever and involve a lot of your part. On Anonymous, on August 20, 2015, I ordered almost all my Misguided dresses and 95% of the time I am completely satisfied, the only time I return clothes is when I personally don't like the item myself. Your refund system is always fast and reliable, unlike sites like Boohoo, where I've waited more than a month for a refund. All clothes are well made and not break like my cheap online clothing stores. By TONI LONGDEN on August 6, 2015 Misguided is the worst company I have ever had the displeasure or deal with. Ordering co-ords shorts and tops, I received the correct shorts but a random bright orange bikini top (which is not worth more than £3) I was left with 2 useless items of clothing. I contacted them over a week ago about it, they said I would need to return the top of the bikini and wait for the item to be shipped. I warned them I was going on vacation on Tuesday and needed it sorted out as soon as possible. They warned that they could be of no help. So I responded by advising that this was not their fault and I need the item, they then advised me to send a picture of the bikini top and they would send the correct item before my I sent a picture of the bikini blouse, they responded by saying that it would take 5 days to take the item so they could not take me before my vacation. I looked online and realized that the item was really sold out, so all our communication was a lie. I stated that I would like a refund for all this inconvenience, they still will not refund me until they get the useless bikini top back that they sent me by mistake. Absolutely disgusting, not a shred of help in them. I'm out so I can't return a refund for two weeks... Then it will be too late to receive a refund... STAY TUNED DO NOT USE THIS COMPANY, BOOHO MAKE SIMILAR ITEMS AND HAVE A MUCH BETTER CUSTOMER SERVICE, THEY ARE HAPPY TO HELP UNLIKE MISGUIDED, CERTAINLY I WILL NOT USE THEM AGAIN. By Anonymous on August 3, 2015 You pay an extra £5 for next day's delivery because you are expecting premium service and therefore are expecting your delivery the next day. But no, it's safe to say that the elves who work for the wrong ones seem to think the next day is next week. I ordered crucial items of clothing for my holiday on Friday morning and chose the next day delivery, as I leave for my vacation on Tuesday morning. I woke up the next morning with a misplaced email saying that they are going through some 'delays' and my order will be a day late and to 'compensate' offered me 10% off my next order, however this service only lasted a week and I was not able to use it on any item for sale. Anyway, the next day (today) is Sunday, which means I wasn't expecting my order today, however that doesn't mean that mistaken has a full day to resolve my order? No. Now it's 00:35 on Monday morning and I didn't receive any email to tell me that my request left the HQ wrong making it pretty obvious that I won't receive my order today. I checked on twitter if someone had the same problems as me and it seems that many people are experiencing the same, but a small minority seems to be taking their orders very well, doesn't that seem fair? I've seen several people waiting ordered from 7 hours ago and it's already being dispatched. This annoyed me, not only did this person ask 2 days after me that they were also being informed that their order had already been shipped and I was still waiting for an email to tell me if my order had even left HQ. I sent emails and direct messages misguided on twitter and have not yet had a response about both. I feel extremely deceived and upset about being tricked from my money to pay for a service that is not even working and Strongly recommend that people do not waste their time and go to other sites like: boohoo.com and prettilytelling.com By Anonymous on August 2, 2015 I placed an order that consisted of a top and a pair of sandals for delivery on the day ... SUPENDEENTEENTE ENOUGH I DO NOT RESSUIR THE ITEM THE NEXT DAY. FINALLY WHEN I DID RESSUIR THE ITEM THERE WAS NO TOP AND THE WRONG SANDALS WERE SENT TO ME! ALSO TO ADD ADD STILL HAVE NOT REIMBURSED ME FOR MY NON-EXISTENT TOP AND AS FOR SANDALS WELL, THE FREE POST CALL IS NOT FREE AFTER ALL THAT DEDUCTS £4 FROM YOUR REFUND IN OREO TO PAY FOR THE POST 'FREE' I CRAP SERVICE By Ray on July 18, 2015 Seriously almost every time I ordered something with this company there was a problem. This time they sent me a random dress instead of the leather pants I ordered. The pants are out of stock, too bad for me. Hopeless customer service too, just said return it get thank you. He ASKED about the size of a particular item and had no idea. They always offer a crap 10% discount on the next order every time they fill up. No, thank you, no more shopping in Misguided for me. By Shannon on July 17th, 2015 I ORDERED A SET OF 2 PEICE! THE TOP CAME SEALED IN BOOTM MAKING IT UNUSABLE! YOU CAN ONLY LAUGH AT THIS PAETHIC EXCUSE OF TAILORING Anonymous on July 11, 2015 Absolutely trash. Incompetent and clearly incompetent employees cannot do simple jobs properly. He asked for a size 14 skirt. It came in a size 10. Even the delivery note said it should have been a size 14. I was so annoyed because I asked for the skirt for a night out the next day! Messages on Facebook to see if they could send a replacement in the right size. After a long wait for a reply they said they couldn't send one until I had sent a proof photo of my post to send the incorrect skirt back. Bearing in mind that now were about 8PM, that post offices are open at that time. I needed the skirt for the next day! So I thought I'd order the skirt again, deliver it the next day. How could they make the same mistake twice, right?.... Wrong. The second skirt came in a SIZE 10 AGAIN! How can you get a size 14 mixed with a 10 TWICE? Now I don't know much about the packaging process, but really... It can't be that hard. I texted to complain again and were offered 20% off my next order when both the wrong skirts had been returned. Do they really think I'd be stupid enough to ask of them again? What a joke. Avoid shopping at Misguided if you need last minute shopping. They really need a customer service phone line. From the looks of it, they have to deal with many complaints, surely these complaints would be handled much faster than having to wait an hour between replies when sending messages via social media. Misguided customer service is clearly not at the top of its priorities. By Anonymous on June 25, 2015 I saw a cute two-piece co-ords on the site and my boyfriend surprised me by ordering it for me with express shipping. Unfortunately, when we opened the package, they sent me a skirt of instead of the corresponding top, although the package receipt said it was packed and checked by Michael, one of the ill-guided employees. My boyfriend sent a poorly guided email and they said just to send back the skirt and they would send back the correct top... COMPLETE LIE!!! He sent it back and received confirmation from the Post Office that they received the package. After more than a month and a half of round-trip emails (which missed some) they stated that they have not yet received the return and can take up to 21 business days... it's past 21 business days and all they offered for an error was 10% off!!!! That neither was a coupon code to use online, they stated that to get 10% off my next purchase I would have to pay the full price first and then send them my order number which then they would eventually refund me the 10%. It makes no sense for a company to cause more inconvenience to a customer for a mistake they made. To this day there is still no top or refund. DON'T BUY FROM THIS COMPANY that they don't know how to treat their customers!!!! CAUTION, YOU WILL BE VERY DISAPPOINTED!!! The order number is 108842745 By Anonymous on June 25, 2015 I saw a set of two-piece co-ords on the site and my boyfriend surprised me by ordering it for me with express shipping. Unfortunately, when we opened the package, they sent me a release skirt instead of the corresponding top, although the package receipt said it was packed and checked by Michael, one of the misguided employees. My boyfriend sent a poorly guided email and they said just to send back the skirt and they would send back the correct top... COMPLETE LIE!!! He sent it back and received confirmation from the Post Office that they received the package. After more than a month and a half of round-trip emails (which missed some) they stated that they have not yet received the return and can take up to 21 business days... it's past 21 business days and all they offered for an error was 10% off!!!! That neither was a coupon code to use online, they stated that to get 10% off my next purchase I would have to pay the full price first and then send them my order number which then they would eventually refund me the 10%. It makes no sense for a company to cause more inconvenience to a customer for a mistake they made. To this day there is still no top or refund. DON'T BUY FROM THIS COMPANY that they don't know how to treat their customers!!!! CAUTION, YOU WILL BE VERY DISAPPOINTED!!! 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fabulous items from Miss Guide and will buy a lot more!!! By Anonymous on May 20, 2015 How much guidance does it take to send the right items? I ordered two co-ords, both had problems!! The top of the first had a tear in the neck, the other was a totally different case, they sent me two skirts. I thought it was a joke. I checked the list of items on paper that he came up with and didn't even make a mistake. I changed the items, but they sent me the same stuff back! I wanted to wear one of the clothes for my graduation which is literally in a week, but now I can't. I'm so angry, I literally lived and breathed badly until I opened the package yesterday. They take so long to respond to emails too... I ordered a lot of other Missguided stuff like jeans, crop tops and a pair of boots... but I wouldn't recommend co-ords By Rachael on May 15, 2015 I recently ordered a number of items with the intention of sending some of them back after trying them out to see if they are suitable. One of the clothes I had asked for was coordinating pants and top. I ordered these in a size 8 (which usually fits me well or even a little tight). The clothes I received could fit a size 12-14. I knew as soon as I took my pants off that they didn't fit me because they were almost the same height as me (I have average height), average, poor quality too. I decided that only one item was suitable and devolved the rest the next day, all in the same installment with the return note included. I waited 18 days earlier today, getting a refund of £15.50. I was hoping for a refund of £65. I sent an email to customer service to get attention to the matter. I noticed that none of my items cost £15.50, so I'm not sure where they chose this value from the response I initially received was initially apologetic, but then I explained that the £15.50 was for a top of £18.00, but with the delivery costs deducted. In addition, they requested photographic proof of proof of posting. It's been 18 days since I posted the items, so the chances of me finding that receipt are slim. They also asked me to send a list of the items I had returned. I replied to inform them that proof of posting would be impossible for me to recover at this stage and also that the items were all posted along with the return note. Surely if they received an item, then they would have received them all? In addition, the return note is included in the package. They must have the gumption to check the return note they asked it to fill out when they receive the package. If not all items were included, then the package must have been damaged, in which case they should have informed me by email. Regardless, I do not believe that the package has been damaged and it is the negligence of its employees that has led to an incomplete refund. By Anonymous on May 5, 2015 ordered goods and returned in the same week. 4 weeks later still no refund and an email from them says refund in 4 days!! Don't shop here! By Tess on April 27, 2015 Last month I ordered a dress for my prom and I also ordered a top. However, the dress was very small and the top was of very cheap quality. I return the items within the return policy clearly stating that I wanted to exchange the dress for an up size and return the top. 13 days later I received the communication that my items were not sent back with 14 days (!!!) and they would send me the items back. I sent emails that were ignored and now I have wrong items and money to buy a new dress. Solve Ms. Guide!!! By Anonymous on April 21, 2015 The only star is for the excellent one-day delivery I received on time for the clothes I was very disappointed in. If you're going to be an online store your clothing size should at least almost match the high street. I'm usually between 8 and 12 in high street stores so I opted for size 14, because I know that online retailers can be a little smaller and were dressed quite equipped that I ordered... However, size 14 was more like a completely ridiculous 8/10 that's what prevents me from buying from online businesses... not to mention the poor quality stitching and fabric... One of the looks like it was made by a 5-year-old!! I definitely wouldn't ask from here again! By Bre on April 17, 2015 After ordering my clothes, I read it online I was very afraid that Ms. Guided wasn't a legitimate company and I'd never see my clothes come to Canada. Four days after the order, my clothes arrived. New, in packages, and the correct sizes. I paid an international shipping fee through FedEx, but I wasn't surprised as the company is based outside the UK. I would recommend this company to others. I originally sent an email to the company asking about shipping and refunds after reading the terrible reviews, but they promptly responded to my email, reassured me that my request was on the way, and answered my questions. By Jade McDonald on April 8th, 2015 I am ABSOLUTELY disgusted with the service of this site! The only delivery option available yesterday was a Sunday delivery at £5.99 which I assumed they would refund because it wasn't even a Sunday and I qualified for FREE DELIVERY THE NEXT DAY, but that wasn't an option at checkout! And I don't even know when I'm going to get my items! I assumed I could refund this delivery fee as it didn't apply to my order, but they refused! DO NOT ASK FOR THIS SITE. Worst customer service I've ever experienced for a xoxo on April 7, 2015 I don't even know where to start with this joke from a company. I made an order last Friday for Saturday delivery and after many attempts on the iPhone, computer and laptop the order did not continue going through fully. So I left at the end and couldn't be bothered. However, they charged my account £81.94 and they didn't give me any confirmation email and I didn't receive the items on Saturday. So of course I email you joke of a customer service and they apologize and say my money will be back in my account in 3-5 days. Obviously I replied saying it wasn't good enough and they changed their minds and said the money had nothing to do with them, they had no control and it was in an account. Oh, and now it would take 7 WORKING DAYS or I'm not waiting that long. So I answered again and they told me to call my bank and give them this tx seller code and of course that there is bloody. My bank had no idea what I was talking about, I've never heard of this supplier code. My bank said I need to be misguiding to fax my bank and they were the ones holding the money (no fricking sage pay as poorly guided tried brag for me). And of course the misunderstanding is very sad, but don't get involved with this kind of thing and don't fax! No faxes my ass. They refuse to cooperate and all they do is apologize. The answers were from different employees every time, so they were all without notice. NO PHONE NUMBER WHAT THE HELL IS THAT ABOUT rude responses in the biggest joke emails I've ever dealt with basically DONT ORDER FROM THEM THEY'RE SHIT BY LAUREN W on April 3, 2015 DONT BUY IN MISSGUIDED!!! I placed a large AUD\$200 order and had to return my ENTIRE ORDER (8 items!) I paid over \$20AUD to post the items back and received an email almost 2 weeks later to say that they received (after I had tracked the parcel and knew I had delivered long before that) and that they were sorry I wasn't happy with my order and being shipped the wrong sizes etc and that I would receive a FULL refund. Then I had a surprise email PayPal surprise... Missguided only refunded half the total amount of my order. I sent an email to ask why I received only half of MY MONEY and when the remaining amount would be refunded... weeks later and no response. I just sent another email today, but I don't have high hopes of getting my money back. I have read many other reviews that also claim that Missguided likes to take their money and disappear when their customers are not satisfied with the service and products. DIGUSTING. GUIDED MALAY SHOULD NOT BE ALLOWED TO TRADE. DONT SHOP THERE. Buy in Asos!!! By Anonymous on April 2, 2015 was also delivered to my door in 4 days. On Anonymous on April 2, 2015 I read the reviews so I was hesitant to buy my prom dress from Missguided, but I did anyway and it came in PERFECT. The size guide was very helpful and correct, the material is better than expected, and the dress exceeded my expectations!! Amazing. (from Canada) By Anonymous on March 23, 2015 I ordered some Missguided dresses as I got some weddings to attend in the summer. Dresses arrived at the expected time, but one of the dresses was not one of the dresses I asked for or the size I asked for. The other dresses were of poor quality... they look cheap. Completely disappointed and won't ask again. Looks like I'm not the first person to get the wrong item! By Melissa on March 17, 2015 paid for a floral skirt of missguided and when it came it had black spots everywhere and a tear down one side when I contented them about it they told me to send it back and they would issue an exchange. sent back and was told to send evidence of these stains as the 'skirt was in perfect condition' of course I had not taken pictures because I did not know what to do!! then it was unable, so they are 30 pounds lost, for they will not reimburse me without proof that it was damaged. scammers ive got trading patterns involved, defo something they need to solve by Holly on March 17, 2015 never again shop here. I received tops that had holes in them and were made to pay the cost of return even if it's not my mistake. They sent me the wrong things, which cost less than what I asked for. The emails are never answered to we will respond in 24 hours my ass. My comments on Facebook are deleted. Appalling, lost another customer once again missguided. how difficult it is to send the BLOODY item RIGHT. rate it by Anonymous on March 17, 2015 as the worst customer service I've ever encountered!!!!!! stick with asos or the same way. at least you will receive the items By Anonymous on March 17, 2015 would like to read the reviews before buying with MISSGUIDED. ordered a dress off the site, it was a month and has not yet received, paid 50 pounds for it !!! sent an email to customer service and get a one Bloody person every time so have to explain the problem about 10 times, has not yet been corrected. Fuming. By Anonymous on March 17, 2015 ordered a missguided dress and paid six pounds for the next day's delivery, instead received some JEANS. I contacted them and told me that I would need to pay to send back these jeans and also pay to have my dress re delivered, DISGUSTING when your mistake. will never buy from this company. scam fraudsters, no for nothing is it that MISSGUIDED By Anonymous on March 6, 2015 ordered several items for an event on the next day's delivery. The item has not arrived and I am not responding from customer service. Disgusting. Avoid and ask for decent retailers!!! By Anonymous on March 2, 2015 I have literally tried to add things to my cart during the last hour and a half and nothing saves. They have a shitty service and I don't trust them with my credit card information. It's not a good first impression. Suckba a lot of your items looked super cute. At ladonna on February 26, 2015 I ordered three items 2 skirts and a bralette. I used the missguided size chart that says I'm a size 10 US6 but for some reason the model's information says she wears a size 8 and wears US6, the two skirts looked like an extra large one that could be over a size 12, which suits me as if I was playing dress someone in a larger size outfit and one of the skirts looked nothing like the picture. The top fit, but it didn't look anything like the movie. I'm never ordering it wrong again I'm really disappointed with what I got. By Anonymous on February 18th, 2015 I wouldn't recommend shopping with this store to anyone! It took a month to get the order. It took them a few days to get even. Finally I received the order to have it in poor quality/defective. It's been another month and they've been slow to process a refund. Let alone come back to me about receiving the package. Worst online shopping experience by far!! By Anonymous on February 16, 2015 I ordered \$200.00 worth of clothes on 1/22/2015 that never showed up when I tried to track it, he said tracking wasn't available.. I've emailed you numerous times and said they'll refund my items. Waiting almost four weeks for about 10 pieces of clothing is outrageous although it's amazing everything always comes on time. I won't be re buying out of missguided By Anonymous on February 15, 2015 Missguided is a sam site, I asked to form them after watching a video on youtube and now I regret it a lot. My order was never processed, so I looked for a contact number and all I found was an email. The email address provided has no association with the actual site. after sending them more than 100 times I put a dispute over the charges and the next day they sent me an email saying my items been sent. I checked the site and the fur fox coat I had ordered was removed and they charged me \$13 on shipping and have not yet refunded the difference. I'm so angry about this. Right. I wish I'd never asked you there. At aofe on February 15, 2015 I am currently in an ongoing battle with Missguided to try to recover my money. I ordered a dress, but they delivered the wrong item. I sent the photos to prove it and they said if I returned it they would send me the correct product, but they wanted me to pay the shipping costs. Basically pay for your mistake, so I argued my case and they sent me a free postage stamp to an address in the Netherlands. I did as instructed, since it was a free stamp I had no proof of posting. Of course they never received the return and wanted a proof of posting to confirm that I had sent it. The most frustrating part is every time I send an email I'm with a different customer service agent. None of them have read previous emails to understand my situation, so I keep getting useless information irrelevant to my case. Total loss of time. Eventually, after about 3 days of back and forth, stupid emails I freaked out and sent a very angry email and it caught their attention enough to offer me store credit for the value of the dress. that would appear on my account in 3-5 days. Needless to say, I didn't get that credit. I've asked many times of them without problems but after this experience I don't think I'll ask them again for fear of losing my money. AVOID IT COMPLETELY. By Anonymous on February 15, 2015 I bought a pair of high-waisted black jeans and washed them off as soon as I picked them up and they shrink a lot and turned pretty grey. Last time I bought from there again by Anonymous on February 8, 2015 Trusting the various fashion bloggers I saw buying items from Missguided, I thought they should have a wonderful service. The clothes had great prices and everything seemed consistent on their website. Before buying, I was sure to go through all your faqs and even customer service email to ask some questions. I got a quick response, so I thought I could trust them and customer service would be there if I needed them. I was absolutely wrong. Two weeks ago I made the serious mistake of ordering \$200 worth of goods from them (because I thought they were reliable) and Missguided couldn't even do her due diligence to fill out the crucial declaration forms to get the package to the US. FedEx searched them for days about filling out the required statement form and they completely neglected to do so. I've sent countless emails to customer service and receive almost completely automated responses. Along with this, they refuse to put me in touch with a Supervisor and passed me to 6 different Customer Service Oriented. Which is absolutely unacceptable. They charged me, knowing fully that they would not deliver the product and fill out the necessary documentation, the is essentially fraud. I should have known that a name like Missguided meant nothing good. If you know what is good for you DO NOT by any means shopping with Missguided! By Anonymous Anonymous February 7, 2015 The first time I ordered from here I received my items fast and they were of good quality, however, returning them (as they didn't fit together), it was a different story. First, the return fees were extortionate, secondly, they didn't fully refund my purchases (less posting, of course). Initially I received half of the payment I should have, after consulting it via missguided customer service, I received a quarter more than I should have. After going through this nuisance, honestly couldn't be bothered to keep getting more money back. I would NOT recommend this site, just a fraudulent and wasteful site. DONT USE IT!! By Melanie on February 4, 2015 I made an order with Missguided on January 30, and received my package on February 3. The only good thing I have to say about this company is very fast shipping. My two dresses came in at about \$70, though. When I opened my package, I was disappointed to find the dresses I ordered in size 6, both arrived in size 10. It's too big. I don't want to go through the return process because other users seem very time consuming and expensive, and you may not even receive your refund. Also, one of the dresses looked nothing like it looked online, and I was extremely disappointed with the quality of the dress. Now I'm after \$110 and there's nothing I can do about it. I will never ask from this company again and I implore all of you not to give these people their money too! By Halli on February 3, 2015 A few months ago I ordered a pink missguided coat that looked great on the site, however when I received the item it looked nothing like what it did in the picture. It was cute and massive, it looked like one was being swallowed by a pink polar bear! A few weeks ago I ordered a black jacket, jumper, jeans and two pairs of shoes. Although the shoes had much bigger scars in person than on the site (again misleading images) I decided to stick with both. Now, in the jacket... OMG This jacket is labeled as the 'Ana Faux Fur Coat' on the site in black. I received a completely different coat from this, just like the pink coat, it was huge, horribly cute and was a totally different coat. There were no collars and the stuff was coming out, it was horrible! I complained and contacted them by email and they agreed to pay for the post, as it was the incorrect item. So I switched it for the item I originally ordered. 4 days later, which comes in the post the same horrible coat I did not want! In the end, I asked for a refund because they clearly don't know the difference between their products, or didn't care about my exchange request and just packed the same coat and sent it back to me. Maybe that's what the coat really looks like and they just used a different image of a completely different coat. From way, I am very disappointed because I really like the products of Missguided. However, I will not be as your client because I'm tired of the endless tips to the post office returning your stupid coats! I'm sorry about the speech. I hope this helps someone xox by Megan on February 3, 2015 I've never had a bad thing to say about Missguided after asking for them for years. But my last items were so badly made, I had primark's longer-lasting clothes. To complete today I ordered a skirt that claimed to be white, was delivered and I found out it was really a pale pink baby. How can they claim it's white I'll never know!! And now I have to pay for it to be returned! It's safe to say I'm avoiding it from now on! By natalie on February 2, 2015 I'm not happy with the jacket I received, she arrived with makeup stains on it. Why aren't items checked when sent back? Why should I pay £2.50 for posting the jacket back when it's never going to check when sending it to me!! I'm not buying from Ms. Guided again!!! By Anonymous on February 2, 2015 I waited on my item for a week after paying for the next day's delivery. No contact number available. Then I also arrived with the bow tie missing, which was so wrinkled and thrown into the bag as if it had just been returned by someone else. AVOID WHY February 2, 2015 Never make purchases on this site , worst customer experience of all time, made several attempts just to pay, so many personalized fees. And when I tried to return my items I had to pay extra and they claimed that they had not received my payment such scammers , do not be fooled by the appearance of the clothes I was really disappointed, do not buy the site of it never I would like to read the reviews earlier, I am so sad now that I wished my money . By Anonymous on January 29, 2015 ordered to be misguiding despite my best judgment due to having asked before and was happy about it. I went to order a dress, the order did not process, but they still took my money!! not only that... the most posted item came to £22.98 and they took £27.99 from my account!! are they allowed to do that? needless to say I contacted them numerous times and was just ignored. I knew there was something strange about them but I was waiting until they assaulted me before I decided not to ask for them again, they should be a professional company!! so disgusting By Candy on January 28th, 2015 My order was for delivery the next day. They took my money and didn't send the order! After so much inconvenience they then asked me to fill out a form that they emailed with my signature on it (don't know why, just a way to pre-lengthen it I think). I'm worried that I've lost £77.00 now I don't know what to do really angry about it. Don't waste your time and there is something wrong about Missguided at all. By Kat on January 27, 2015 I asked for missguided several times and I never had to complain. My clothes were always delivered on time and they were always exactly like the I have my prom dress and my birthday outfit on this great site. They've improved seriously. Definitely ordering soon again! By Mia on January 22, 2015 I wish I had read reviews before asking for Missguided. I can't believe this is a real scam in their company. People didn't get what they asked for months ago, some get horrible quality or torn clothes, and I'm one of many who was sent the incorrect item from what I ordered. If missguided is striving to expand in the near future, then they'd better think again. I ordered a coordinate, that is, a top and a matching skirt. I got two skirts. As I was extremely furious at their mistake, I went straight to the post office after opening it and returning it. Today it's been nine days since I returned the wrong item and haven't heard a word from them. So I sent an email to customer service, which ironically is the last thing they provide, and now I'm being informed: we need you to provide us with clear photos of the incorrect item before returning them to that, we were able to request our relevant team to start re-dispatching to the correct item as soon as possible. Now we can't help you unless we receive your return in our warehouse. Please accept our sincere apologies for any inconvenience this may have caused As I should photograph it when I realized that the wrong item had been sent I marched to the post office and deevolved the bloody thing. Also note that the instructions for returning an incorrect item are very poor. It doesn't say anything about taking pictures and providing them with evidence. Still, I'm pretty sure they'd find another excuse and try to make it my fault. I'm so disappointed in this company. And from what I've read, I can forget about getting the top or the refund. Because even though it only took me 3 days to receive their package, it apparently takes triple the time for them to receive it in their warehouse, look at it and solve this problem for me. I can even bet that I will receive an email saying that my return must have been lost by mail or some other unprofessional excuse. I'm not too happy to pay for their other mistakes. So please read reviews about a company before ordering from them. I was foolish enough to believe that Missguided was a legitimate corporation, but that's the last thing they are. From reading reviews it seems that 1/1000 actually get what they asked for and in a short period of time. I will never ask for anything from this site again. Make no mistake, be the beautiful clothes because you certainly won't get what you wanted. By Anonymous on January 21, 2015 I ordered a game suite... Received a totally different item paid 5.99 for the day after the witch delivery could not contact anyone no one apologized or tried to help. I needed the suite for the next instead I get a dress! I didn't want and no money there's no number to contact contact it has to be done through an email the communication is horrible is disgusting. I would never use the missus again by LV on January 21, 2015 This complaint goes back before Christmas 2014. I contacted Missguided several times about an order that they say was delivered when it wasn't. I always use my work address for items to be shipped. I received an email at 9:45 p.m. to say that my package had been delivered and left on the porch with a delivery card at 8:22 p.m. As my job is a hairdresser in a small parade of shops on a public street no sensible person would have done that, but drove there as a precaution. There's nothing there. The next day, when I went to work, there was no card through the door. It's obvious that if someone had shown up to deliver an order, they would have put a card in the door to say they weren't able to deliver it. Missguided ignored all my emails and did not provide a phone number to be contacted. In fact, they are not adhering to the Consumer Contracts Regulation, which entered into force on June 13, 2014. Who regulates these companies! I wouldn't even give the company a star, but I can't post this item without it. By Anonymous on January 20, 2015 I am so upset and annoyed, my first order of disoriented after waiting for weeks and weeks and weeks LITERALLY WEEKS for 1 ITEM refuel, then finally, this item came back into stock. First, my boyfriend paid for this item with his bank, because it was his birthday present to me. everything went well. Then I received a conformation email about my order, I always check the email because of my address well I found out that they lost my address number. They had my street address, but they forgot my address numbers, so I sent an e-mail to customer service. I received an email barely back saying that they can't change the address I have to log into my account and change it. That's what I did. (which is weird because I've never had problems with other stores before if I sent an email about my address they always said well change it directly). How come I've never. THEN I received and emailed because THE PAYMENT MADE DID NOT CORRESPOND TO THE 'ACCOUNT' SO THEY ASK MY RESPONSIBILITY TO CHECK MY ADDRESS .. first of all, my ID AND PASSPORT DO NOT HAVE MY ADDRESS ON IT. THEY REFUSE TO SEND ME THAT ITEM 1 BECAUSE THEY WANT PROOF OF MY IDENTITY FIRST. YOU'RE SERIOUS, MY BOYFRIEND PAID FOR THIS SKIRT SO WHAT? IVE NEVER HAD PROBLEM WITH THIS BEFORE SO FAR IN MISSGUIDED. RIDICULOUS, isn't it? FOR AN ITEM IT COSTS LESS THAN \$20. By Anonymous on January 15, 2015 So I ordered a dress for delivery the next day, NEVER VM. They never sent me emails that I had to email them, so they explained that I was lost in traffic. ordered again this time for the delivery of NEVER received until this day they gave me a tracking number that was 1 WEEK WHY announce the next day delivery when you can not deliver to the next day obviously to steal MONEY people, TIMEWASTERS, THEFT SITE. I was obviously MISTAKEN in thinking that they would deliver the second time THE NOO. they havnt even have a number to call only one email address because they are a fake shambolic site that do not understand the meaning of customer service. save your money and time and go elsewhere!!! On Anonymous, on January 10, 2015, I ordered some missguided items for my cousin's prom (something cheap and cute, I was her date). Everything arrived on time and it was exactly as it was in the photo. The material of the dress I bought was beautiful and the dress fit perfectly. I ordered a clutch from them too that really wasn't in stock so after an hour I got an email telling me this. They never took the money out of my account for the clutch. I'll definitely ask of them again. By Claire Warriner on January 9, 2015 Terrible Service does not deliver and a struggle to get a refund. Customer services have no idea what they're doing to tell you false information and just spill useless information. No proof of delivery, but they still think it was delivered even if I told them it wasn't. I can't talk to them on the phone, and no manager will talk to you. Worst company they need to be closed as the full review based on all the reviews I've read. I'm happy to get your money, but won't return it when they're wrong by Leo on January 8, 2015 I think it's safe to say I won't use Missguided again!!! sent two orders one on November 28th and one on December 1st. After not hearing anything for two weeks (as they say it takes 10 days) I sent an email to them on December 10th for an update and received the automated reply email. The same day I received a reply and two other emails stating that both had been received and I finally thought! However, on December 14 I received another email to state that one of the two requests (given that it was the second order sent on December 1st) had been processed and I will receive my refund that I made two days later. On the site it states that if you sent back several orders it may take up to 72 hours to process, however this certainly wasn't the case! I sent another email on December 22 asking where is my second refund for which I was told I would receive for Boxing Day, but surprise that I did not, so I sent another email on the 30th where I finally received a advance and my refund was started. I finally received my refund yesterday (January 7). I don't understand why it took another 22 days to process the second refund and I think if I hadn't kept pestering them I wouldn't have succeeded! I think it's absolutely ridiculous and, besides, they take £2.50 for royal mail delivery!!! It's not a very good service - from late deliveries to taking almost two months to refund a product, while ASOS take a week to refund - I definitely won't use the again - : By Alexis on January 6, 2015 Do not ask this company. Their customer service is terrible. They sent me the wrong size dress and are trying to stick me with the return and getting shipping shipping expenses your mistake. Trying to fix the problem is a nightmare and I sincerely wish I had never bothered to ask for a dress from them. I wouldn't recommend anyone ask for anything. Find another retailer that has even adore your mistakes and work to fix the problem. At this time I am proceeding with a lawsuit against the company for false information provided so that I pay \$B\$ more to receive the right item. -10000 star rating By Kimberly Smith on January 2, 2015 UGH!!! I should have known I wouldn't ask from this company and at least I should have checked the reviews first! They are very similar to an international company I have ordered before, I can't remember the name that is how \$\$\$BRES they were with delivery, quality and customer service. And it looks like these people are the same. They certainly chose a great name for their company because MISSGUIDED is exactly what they are. I ordered two items on 14/12/14, they promptly charged my card the \$38 and change, which included a shipping fee. Well, today is 1/2/2015, and I still don't have my order. I tried to track my order using Spring Global, which is the carrier they use, the first search shows delivered to the destination country, however, using the track feature on the Spring Global website, shows that the tracking number cannot be located?!!???? So I email EDGUIDED, and get a response from someone who apologizes that it looks like my order was lost in transit. Ask if I want an order or a refund. UMMM HELLO!!!!!! Clearly I want a refund now, do you really think I'm willing to keep waiting? So about an hour later I get another email from RUBY, which states that the previous COUR was misinformed, and that I should go hunt my package myself in my local mail, and if it's not there, then fill out a form to send them to start a lost package investigation. YOU'VE GOT TO BE KIDDING ME!!!! IT IS NOT SO IT WORKS, first of all my couriers would never try to deliver and would not leave a notification that my package is being kept, never in the 5 years I lived there. Why the hell should I have to find my package when I paid for delivery Secondly, I'm not about to wait another 15-30 days for some research, when clearly the result of the investigation will be the same. That this is a lazy, incompetent and poorly managed company that has a history of taking people's hard-on money and never handing over the goods to them. Thank God I only asked for a small amount but \$38 is \$38!!! I want a refund I don't want this stupid good anymore! If MISSGUIDED cannot keep up with delivery to other countries, then they should not offer it. Shameful! By Anonymous on December 26th, 2014 I can honestly say that this customer service and shipping company is terrible. I can't talk about the quality of your product I didn't get my order. I ordered my item on December 5th with the guarantee that it would arrive before Christmas, the item did not come. I o Customer Service 4 times before I'm able to get an answer. When I first sent it, I was told I would be contacted within 4 days, I wasn't contacted. When customer service finally contacted, I was informed, as orders are delivered to your local post office, we ask that you kindly check with them. I had already contacted my post office on the 23rd and there was no order there, which means it was delivered to my post office on the 24th or 25th, I didn't receive the item I bought in time for Christmas. This company doesn't mind providing a service to its customers, just making money. Even if you didn't respond to my email or sent my item, you had time to charge my account. I beg you not to buy from this site. Again, I know nothing about the quality of their products and their products can be great, but the lack of respect they treated me and the bad customer service, confirms that I will never buy from this site again. So please feel free to buy if you want to have a headache, don't know if your item has been shipped, and deal with a lousy customer service. By Anonymous on December 23, 2014 This company is a set of scammers who take their money and do not ship the goods. Someone needs to arrest me, I don't even know how they keep negotiating. I imagine the directors are enjoying a very profitable Christmas at the expense of people who are still waiting for refunds or orders. Shameful!! By Mia on December 22, 2014 I made an order for over 250 GBP for premium rate delivery for Saturday. I didn't get my orders. I am going to my vacation now and demanded a refund all my emails are being ignored. There is no client line that allows you to talk to someone. I feel extremely frustrated and not happy all before Christmas. Don't buy from them they are quick to take your money and then avoid it. By Anonymous on December 22, 2014 It was my first and last time I asked for a missus. Not only did I take the wrong sizes, I ordered a cmi top and got a break. That's all for me I wanted to try, but now I know it's not worth it. By Jackie on December 19, 2014 I gave bad-guided so many chances, but I will never shop there again. They make as many mistakes as they send the wrong sizes. Recently, they made the mistake of giving me express shipping to Canada instead of regular mail. That's a big deal for Canadians because then it goes through FedEx, which means the customs fees will be the same price as the item you bought!! I would never ask express for that very reason. As they made mistakes and put in the express, I ended up having to pay DOUBLE for my purchase!!! When I told them, first they said I'm sorry a lot, then they said they're going to reimburse me customs fees, so they who can't refund me, but will give me a \$10 credit, which I NEVER received!!! So they insinuated to me in an email that the only reason I don't get Rates in the regular mail is because the merchants are illegally failing to declare, which is ridiculous, and also unbelievable because they basically incriminated themselves!!! There are so many other places to shop. Why shop in a place that is constantly making mistakes and then not correcting them due to absolutely zero sense of customer appreciation? Go to Asos. Clothes never look like the ones in the pictures. The stuff is so cheap and often I had to laugh at how cheap and ridiculous my purchase looked in real life. By Anonymous on December 19, 2014 Returned some items on November 20, as they were inappropriate. Returns received, but no email confirmation and no refund given!!! Repeatedly sent by email, send them messages via Facebook for which everything was ignored. Eventually received a refund on December 15th after reporting them to trading standards! However, the total value not given. Avoid them at all costs! They don't deserve anybody's money or time! EVERYONE NEEDS TO GO TO TRADING STANDARDS!!! By Nour Hanna on December 18, 2014 I made an order from November 21st and believe that, I haven't received my order yet and it was an express shipping so I took the money and didn't call or email or anything they're stealing I think I sent them as hundreds of time and no reply , and my order was for 6£\$ So it's not cheap - DONT BE part of this site. By Anonymous on December 17, 2014 I really can't be bothered to talk about this hopeless company - I agree with others that you pay for a service and product that you just don't get. They should be turned off, please don't ask for Missguided or you'll end up here encouraging people not to make the same mistake. By A on December 17, 2014 I ordered since November and only received it on December 16, and it wasn't my size. ordered for a UK size 10 and received a size 14. extremely disappointed. Warning!!!!!!!!!!!!!! DONT WASTE YOUR TIME ASKING FROM THERE..... By Anonymous on December 16, 2014 Again Missguided seems to have charged me twice for 1 order, which meant an extra £222 being taken out of my account. Luckily for me I had enough in my account to make up for his horrendous mistake but others may not have been so lucky and become outdone because of a bargaining part undoubtedly of poor quality. This isn't the first time this has happened! What makes it even worse is that they won't even admit they made a mistake. They just say they will respond to your message within 4 days, which is ridiculous and then completely ignore the complaint. So I spend hours trying to get back the money that's rightfully mine. On more than one occasion they also lost items out of my order, they then say I'm lying and eventually say they will respact the item. 3 weeks After numerous unresponsive emails the item runs out and I get an unexplained refund for item 1 and none of the other items I deevolve. PLUS unlike 99% of more online online they have the cheek to charge for returns. DONT MAKE THE SAME MISTAKE THAT I AND COUNTLESS OTHERS HAVE WHEN ORDERING FROM THIS COWBOY RETAILER!!! By Anonymous on December 16, 2014 I ordered a dress for an event I had the following week, selecting the 3 day delivery to make sure I had plenty of time to have the dress delivered in Nottingham, to take to London with me. The dress and belt then took 4 days to arrive (the day I was leaving the house) and once opened, it was actually a completely different dress. I even checked the delivery note to confirm that it had been signed to say it was quality checked. Once I had emailed and tweeted Missguided to explain my problem they reluctantly sent a 'freepost' return address, since returns are usually not free. I waited 3 weeks for a refund (your website claims 10 days) without correspondence. After posting my anger on social media, I realized that most of my followers had the same problem where everyone is still expecting a refund after returning the merchandise. Stay away and save yourself from being #muggedbymissguided Anonymous on December 14, 2014 should not be allowed to trade. DISGUSTING SERVICE. THEY ARE VERY HAPPY TO SEND ME EMAILS OF ALL YOUR OFFERS, BUT SHOULD NOT RESOLVE YOUR DELAY OF RETURNS AND REFUNDS FIRST. YOU'RE NOT GOING TO USE IT AGAIN. I HAVE CONFIRMATION OF MY RETURN (NOVEMBER 24) AFTER 3 EMAILS TO THEM STILL WAITING FOR MY REFUND. (NOW DECEMBER 14) THERE IF IT WAS THE 7-DAY REFUND POLICY. By MW Yorkshire on December 13, 2014 NO piece of missguided! I ordered four items, one of which was not packed or delivered. No phone number to contact customer services and every email I sent was answered with an automated response with an increasingly long promise of reply - first it was 48 hours, then 4 days, then 6 days. I received a lot of marketing emails, but no response to my missing item. Now I know how low they have prices, they basically steal from their customers. I paid in advance for the payment buddy, so they stole my money. I will receive legal advice and advise others to do the same. If the police get enough separate reports, they'll certainly have to shut down this disgusting company. The name Missguided now brings a sad smile to my lips, as anyone who order them in the future is seriously mistaken! By Anonymous on December 9, 2014 I haven't got a refund yet. Seriously doubting whether I really will. I feel very disappointed and angry because I have had no problems in the past. They owe me £70, but they said they didn't get my items, which is garbage, because I sent them separately in three packages, so I seriously doubt that's true. They sent numerous emails and direct messages on the (as they do not have CUSTOMER SERVICE NUMBER!) and the only answer I had was to say that they don't have the items. Everything else has been automated emails. I'll never ask from them again. Definitely no stars! By Anonymous on December 7, 2014 Absolutely Disgusting Company. No customer service I paid for the next day's delivery as I needed it as soon as possible and came a week later! They only responded to my messages when I threatened to take legal action. The return process is a NIGHTMARE. You'll be lucky to even get your money back - plus you have to keep chasing them about it and pray that you get an answer! Because? They take your money as soon as your order is processed, but it takes months to rowen it. It doesn't make any sense. To make matters worse, they don't have a hotline. In 2014, how can you NOT have a hotline? It's absolutely barbaric. I'm never going to buy from this company again. I'm going to stay with Asos & Booohoo who never stopped disappointing me!! For someone humble and calm, the missguided really knows how to test your patience! By Laura on December 4th, 2014 Absolutely Ridiculous ordered 3 x paid products for next day delivery and they never arrived. It's now 5 days later and I didn't get my order. They took the money out of my account, I emailed them twice and you get an automatic reply saying they will come back to you in 48 hours still waiting for a reply on whether or not they are sending me my goods!!!!!! I would never ask of them again and I doubt that I will recover my money, so I will take legal action!!!!!! By Anonymous on December 4, 2014 I made a 3-day delivery order, it does not appear that it was processed (3 days later) or left the warehouse let alone delivered. I can't find a phone number anywhere and customer services said they'll be back by email in 48 hours (not good enough). Needless to say what I asked for them now I'll have to go and buy something else at the last minute and send the item back (which I'm not confident they will handle appropriate also from other reviews. DEFINALY WILL NOT USE AGAIN! By Anonymous on December 4th, 2014 Please be aware that this company is cheating by the simple method of deliberately sending the wrong item and then when you return it to them, they do not credit the refund. I will take steps to investigate the company so that its illegal operation is handled at court. Meanwhile, stay tuned, don't missguided piece by a disgruntled Niamh on December 1, 2014 so I ordered a dress for my 21st anniversary of Missguided (which, ironically, are miss-guiding). I ordered the dress on November 1st, which gave a lot of time for delivery, as it was supposed to be delivered within 2 to 6 days. On 6 (November 6) I received an email explaining that my order was mixed and now delayed. As compensation, they offered a 10% discount (which was outdated on November 27), which I wasn't inclined to use after this ordeal. So... Finally my order arrived on November 11th late and by that time I had already bought a new dress already my birthday party was on the 16th and I started to panic. So the dress was too late and, as it turned out, too small. So, after my weekend of I'll return the dress on November 17th. For some reason the 'Fastway Couriers' could not accept my package and I had to return it using a registered post. This cost another 7.50euro, in addition to the 45.50euro I had already spent on the dress. It's December 1, and according to An Post tracking, my item hasn't been returned to Missguided yet. This means I probably won't be dragged for a refund because my item will be returned late, even if it was delivered late. So, in short, DONT ASK FOR ANYTHING FROM MISS-GUIDING MISSGUIDED. I know I'm never going to... By Anonymous on December 1, 2014 bad customer service, a nightmare to get response, poor quality of clothes, 2 and a half weeks later after receiving my parcel they have not yet issued my refund. Just don't work the nuisance in a bit. By Anonymous on November 25, 2014 I ordered 3 items and paid for the next day delivery that has been 2 days yet and they said they would contact the delivery company and still no one answered me! Still do not know when I will receive it Bloody awful By sf on November 24, 2014 I paid peruin delivery did not get until 3 days after that joke of a company. My dress came with marks that I find terrible as it was beaten I will never ask of them again blow!! By Anonymous on November 23, 2014 I ordered a dress and paid for postage, stated 5 business days, 9 days later many meaningless emails circulating in circles, luckily I paid via PayPal and opened a dispute to get a refund, will never shop or even visit the site again. Ordered from boo hoo delivery the next day and unsealed. By Janet on November 23, 2014 I ordered two missguided dresses that I intended to bring on vacation. For starters, they took more than 2 weeks to arrive, so I couldn't take them on vacation. When I finally got home and tried them, they were too big. I thought the size was all uk, so I ordered a UK 8 and 10 - turned out to be a US 8 and 10 - very big. I sent them back in a few days using the return label provided. A few weeks have passed and I still had no refund. It's been a month and a half and I've never received my refund. My order was over \$100 and I lost it. Customer service told me that I needed to provide proof of posting to get my return, which I don't even have (I don't even know what that is). I shop online many times and have never had a company that does not receive a returned package. My address was in the package, so it should have been sent back to me if there was a problem with the label. The dresses were very beautiful and I would have ordered more dresses from Missguided in the future if my refund was issued. Customer service has not been accommodated. I'm extremely disappointed. I don't recommend it wrong. By Claire on 20 from 2014 I brought (and devolved) missguided items a few times - often tempted by discounts or sale items, but I'm ALWAYS either because of poor quality or bad sizes. While some size 8 fit well, other items that are marked size 8 are more like size 6 or even 4. Fabric and quality items reminds me of primark which is good for a cheap price, but not when you're paying £20 and more. When the items are sold out, the site usually does not say, they will only be times when the items will not add to your basket or add, but there is no price. I recently ordered 7 items, but while only 5 arrived, I was replaced by all 7. When I asked this I was told that I had already been reimbursed for one of the items and they would process my refund for the other, which would be 3 to 5 days. I have no idea why they took my money for items they didn't have and I never received and there was no communication about my missing items before receiving my order or within my delivery. I honestly think they were hoping I wouldn't. I'm going to return all the items I bought and I'm not going to shop there again. I've had similar experiences every time with poor quality clothing and problems with your site while ordering items, but having to wait up to 5 days for a refund for items that weren't in stock and I never received it is beyond a joke. By Anonymous on November 18th, 2014 I made a rather expensive request with them, had to contact them when I never received as a month later. They told me it could be lost in transit and sent me a form to 'fill out by hand' and email back. I doubt they sent the package, and after wasting my money, Now I have to waste my time trying to get a refund that I'm not even sure I'm going back to. I sent them back about my disappointment and they just sent another automated response with the refund form attached. I'm not happy at all. By Laura on November 17, 2014 I ordered for a £25 dress as a customer for the first time I had the worst retail experience of all time! They said they sent the order, so I received an email saying that the messenger left it on the porch (I have no balcony!). I complained, asked me to fill out a complaint form that I made immediately, I never heard from them again! I chased daily and they didn't bother to respond to my emails. I doubt they sent the package, if they did it is their responsibility to replace the item, because the messenger did not get a signature. Basically they took my money and offered no help. Absolutely terrible service, looking at all the negative reviews I predict that this company will not last much longer... Cowboys! DONT MISSGUIDED!! By Cari on November 16, 2014 My daughter paid for a jacket and top she never received. Numerous emails were sent to the company and all that happened was an automated response with a complaint. We were informed that the items had been delivered. The delivery man reportedly left the package at the door that was unattended and near a relatively busy road. Malorientation cannot be contacted by phone. You're going to in endless circles. They claim never to receive the claim forms, although one has been sent by registered delivery. To be fair to the delivery company, they conducted an internal inquiry and found that the driver was wrong. The missguida must now refund the money, but they just say to submit another claim form. So I lost her £46. The final insult was to receive an email asking if we were satisfied with their customer services. I clicked ON NO. This then led me to a new page. Luckily I was alert to the fact that it defaulted to YES satisfied unless you moved the answer with the cursor when you intend to explain my reasons for dissatisfaction. I feel that a company that refuses to have a personalized phone link for customer service is highly suspicious. I would never deal with Missguided By Anonymous again on November 12, 2014 I ordered a cute envelope skirt on October 30th. I live in the USA, so shipping takes 2 to 15 days. I admit that it's only been 13 days, I've never received a confirmation email. When I click track order while viewing my order, all it says is on October 31st that was awaiting dispatch. So I figured it was just an update error, so I look passed. When I click here (basically going to the actual post office site to crawl) a message pops up saying that this does not apply to my request. So I'm like ok... so I'm waiting for the package to come, it still has to come. I sent a complaint by email and nothing has been done yet. I should be wearing that skirt this weekend on a date. The worst part is, I already bought the rest of the clothes somewhere else. DONT BUY IT FROM HERE. By Carys on November 5, 2014 has been a loyal customer of Missguided for a long time and spent a lot of money on them. Previously, I had never had a problem with your shipping/delivery process or your customer service. However, the last 4 times, I've had a

problem with this company! As a professional business, you would think that they would be doing everything possible to resolve their dispatch/delivery process, since most of the complaints here and on Twitter are customer service and delivery complaints. If this had happened once, I wouldn't be so angry, but this is the fourth time Missguided has let me down. All the problems I had with you considered the delivery. The last three times, I paid for the next day's delivery, and my item didn't arrive. Not only that, but I never received an email from them telling me that there was a problem with my order and that it couldn't be delivered. Of course I sent an email asking where my request was and when it would come, and all I received was a sorry your request not to have come today, will be delivered tomorrow apologies for the inconvenience!!!!? No of why my package was not delivered despite the fact that I had paid for the next day's delivery! On one of the 3 occasions this happened I sent an email asking them to re-emit my delivery as I needed for that night and so there was no point in sending it to me! They responded by saying that they had asked the messenger to send it back to them without being delivered and that they would refund me, however, the next day it was delivered anyway! I wondered if the person who responded to my email actually even contacted the messenger! Now, the fourth and most recent time, I ordered something over the weekend just went and decided not to make the delivery the next day, as it is CLEARLY a waste of time and money. I opted for the standard delivery, which takes up to 3 business days. Well, this is the third day of work since I ordered my clothes and didn't get an email to say my order is on its way. WHERE IS MY ORDER Now I won't even blame yodel as I had things delivered through Interlink before Missguided and they didn't even come either! You seriously need to rethink your strategy because you're going to lose loyal customers like me. Really disappointed. By Anonymous on November 4, 2014 I ordered missguided about 5 times and had probably the worst customer service. Once they charge your credit card, they don't mind satisfying your request or explaining in detail when you ask questions. In addition, I was charged \$72 in customs and duties for a \$170 package(can of dollars). On the site says that you will only be charged customs by order above \$200. By Daniella on November 3, 2014 I first bought a Missguided dress a few months ago. Arrived on time and it seemed that the photos, however, had a stain of some sort on it. I washed the dress and managed to get what was in it, so I didn't hesitate to contact Missguided. My second purchase a few weeks ago I ordered on a Thursday and paid about £5 extra for Saturday delivery just to be safe as I needed the following Wednesday. I contacted Missguided and they gave me a tracking number and assured me I would arrive on Sunday. He didn't come on Sunday. On Monday I tried the tracking number on Yodel's website, but it didn't exist. They did it. So I called Yodel and talked to a very helpful guy named Mohammed who went into the tracking number and told me there was no tracking number. He then asked for my address and entered the system and said that there were no packages sent or that they should be sent to my address... They hadn't even shipped the item yet. Contacting missguided again they assured me it would be sent tonight... They told me that at 10:45... another LIE. How would they deliver the item to me that night when Yodel didn't deliver it after 9:00. After several emails that night, Tuesday and Wednesday, I finally got an email from Yodel saying my delivery was on its way. Arrived two hours before I needed it on Wednesday. Luck! They repaid the £5 I paid and they gave me 10% off my next purchase. Last week I decided to use this discount and bought a top. This time he arrived on time, but the handle of the top was half hung and another about to break. YOU DO NOT CHECK THE CONDITION OF THE ITEMS IN THE WAREHOUSE BEFORE SHIPPING THEM?????!! Terrible. Given my two previous experiences with missguided I required them to send me a replacement without me going out of my way any more than I already had to actually go to a post office to return the item. They said this is not procedure and refused to replace the item until I had returned the defective. IT IS NOT MY FAULT THAT THEY SENT ME A DEFECTIVE ITEM FIRST AND I HAVE NO TIME TO CONTINUE RESOLVING CARELESS ERRORS. I've never experienced anything like this before with Boohoo, Asos etc and I'm really disgusted by your lack of sympathy and emotionless automated responses to emails. I'm still fuming. 3/3 bad experiences. I should have learned my lesson the first or even the second time I asked with them. By Sarah on November 1, 2014 Absolute and Total Trash. I ordered a beautiful dress for £28 and a week later, still no sign of my package. I had an email from YODEL (total junk too) advising that my package was out with a messenger and should be soon on my lap. The package never arrived. I called YODEL and they informed me that the package was never shipped in the first place and that I should contact Missguided. To be fair to Missguided, their communication was super fast and they warned me that I would receive a full refund. However, they avoided questions in my email too long and did not offer an apology. Also, I shouldn't be chasing a company to find out where my share I paid good money. It's been two weeks since I contacted Missguided for a refund and haven't received it yet. I made my order on October 6th, now it's November 1st. Absolute waste of time and money. Good luck to anyone who uses your service. By Anonymous on October 30th, 2014 Missguided are the worst online store I've ever encountered! The prices do not match the quality, the clothes are made of fabric so poor it is disgusting! I bought two dresses from the site, but when I opened the order I was very shocked by the different appearance and that on the site one of the dresses had a belt, but unfortunately it did not come with the dress even though the dress itself was expensive enough and I did not know it until I could. Overall, I had to send them both back and obviously Missguided wouldn't be wrong if they didn't charge £2.50 for returning clothes. On October 25, 2014 I wanted a specific coat and colour and when I found it in missguided I was excited. I set up and counted and ordered immediately and even paid the extra £4.99 for the next day's delivery. I waited all day and did not show up, when I checked where my product was, said processing that absolute outrage. This site will not offer a refund even if I have paid for a service to provide what I needed and not the They chose the right name for this company because it's wrong. They should not be and sell products when they cannot be heard within the time you paid for it to be set. Don't ask from here, I'm full of regrets with £50 down the drain. I wouldn't even give you a star. By Anonymous on October 15, 2014 In July I ordered a jumpsuit and a dress of my usual size. They arrived a day after what they were meant to be, but I didn't care much until I opened the package. The size I usually feel like I'm squeezing into children's clothes and the fact that I played when I opened the package was a crop top?! So I asked again of them a few days ago to give them another chance, the main reason is that my sister wanted a coat here for her 18th birthday. So I ordered the coat and a few other things to order up to £60 so I could get free delivery the next day. I waited all day yesterday, until I got an e-mail around 1:00 p.m. to 2:00 p.m. saying they were having trouble with my delivery and that it would be a day late. So here I am today still waiting for my delivery and she hasn't even left the warehouse! So my sister won't have any presents on her 18th birthday, even if I paid for and bought him extra for him to be here yesterday. Worst company ever, thank you very much... By Anonymous on October 15, 2014 I live in Australia. I ordered an item to be shipped to Perth. I haven't received my item yet, it's almost a whole month! NEVER buy anything from Missguided ever again! For... on October 14, 2014 I am so disappointed in the missguided by them all the time. Paid for next day delivery a few times now! Never receive the next day's delivery! No money back! very bad customer service. I don't recommend them! And I'll never buy from them again! By Anonymous on October 13, 2014 After seeing an overwhelming amount of negative feedback from the company I decided to share my experience with Missguided. I ordered a dress from here, and after reading some of the reviews was very apprehensive about my order. I have to agree with most people and say that the grumpy does not have good delivery services! I wouldn't recommend buying this site if you needed your items quickly, my parcel arrived on the last possible date which was disappointing. Another thing is that the size of the ill-guided is very out, I'm usually a 10 (sometimes an 8) and I ordered a size 10 dress, although the dress fit, it was very tight at the bust, and I never had a problem with size 10 bust problems, the bust size was that of a 6 and the dress was loose. Completely ridiculous!! In addition, the dress was very transparent and not opaque as the image showed. This site can only be used depending on the type of item you are buying, do not buy things that are very detailed, although prices may seem cheap the quality will shock you, stick with simple and simple things that you do not need in a hurry, especially cause of there being abominable return policy stick with things not too expensive, there is a wealth of other online stores such as asos that offer delivery, free return and excellent customer service. All the best by anonymous on October 2, 2014 I had the problem of late delivery in the past. However, this time they not only took my money fast, but no installation or registration of my order, but still happily took my money. So now I'm 82 pounds shorter without parcels. I love the store sharing the service is a disgrace. By Cat on September 30th, 2014 I was so excited to order online from this place. I was looking for my perfect dress for a party, and finally I found it. When it came time to order, I added my dress to my bag, then I clicked on my bag and boom Your shopping cart is empty WTF... I just put it in my bag, so I re- did the whole thing by adding to my cart and I clicked on my cart Your shopping cart is empty Are you kidding me? I found out that you have to create an account to be able to order things, so that's what I did. Created my account, tried to log in to invalidate username or password I knew I had written everything right, so I did it again and it said the same thing. I thought there was an error, so I clicked Forgot password and wrote my email address and waited for an email... he never arrived. No count, no answers and certainly no dress. I'm not going to waste money on this shitty site. So to include my speech/review this site is a firkin shit pile, it literally loses you and gives you a headache. Don't ask for this site, it's dishonest. Now I have to look for a new dress thanks to this fucking time. By Stacy Chambers on September 25, 2014 Missguided has the WORST CUSTOMER SERVICE AND RETURN POLICY. I must say I question how ethical this company is and why they are still in business when they will take their money without respect. I've almost been fooled twice with Missguided. The first time I made a comeback with them they claimed the items pretty dirty. I told them to involve a manager because that wasn't true. I had to fight with them and turn to social media to get my funds. I told myself I'd never ask with them again, but overtime gave in to temptation. I love clothes and poorly priced items. My birthday was coming up I ordered two overalls that didn't fit, so I had to return them. This time I was extremely cautious, made sure to take pictures of the items and made sure to pay extra to send the registered items. Well, after 2 weeks and without receiving a confirmation or refund email I sent an email to customer service. The answer was that they didn't get it per packet. I told them it was a lie because I tracked the package and it said it was delivered! Have the associate tracking number and told her to involve her supervisor because I want my money back! It was and until they apologized and said I would receive my refund in 3-5 business days. Well, it's a week now I haven't received my refund and now customer service doesn't respond to my emails. Totally disturbed by missguided!!!! Por Por on September 22, 2014 I wouldn't have put stars if I had the option. This was my first and last time using this site! This company is a waste of time and money. I don't even have my items yet and now I don't know if I really want them now. Too fast to get your money even when an order hasn't passed! I created an account, made my order paid my money and then the site closed. I tried to come back, but to no avail. Email customer service received an automated response. It took 3 days to find out that an account had not been created or that my order had not passed, but still they took my money! I expressed my disappointment by email and were offered a 10% discount voucher on my next purchase BUT I can not be used for this either here or that selection, so practically they gave me a useless voucher! I re-ordered some of the items I originally ordered most of them were now out of size or stock, according to their tracking I should receive these items tomorrow I live in Australia and the order was made on Friday September 19th so if these arrive this is a pretty impressive turnaround, but I won't hold my breath! Still waiting for a refund of the original order. I was recommended to this site by a friend and thought why not, but never again. I hope the items have to be worth it, because by the look of some of these reviews I don't even want to try to return them! By Anonymous on September 18, 2014 I recently ordered from missguided, item was very large, then sent back for an exchange. I filled out an online form choosing my correct size (so you think they would have put the item on hold) however I received an email today to say that the case was closed and the item was exhausted. I just checked their website and the correct item and size is in stock!!! They obviously didn't want to send another one out. It's ridiculous on their part not to keep in their exchange politics as they have one in place. Absolutely terrible servo customer, would not recommend to anyone who sought to buy from there. By Anonymous on September 16, 2014 I recently ordered some Missguided items having ordered from them before and was pleased. This time I ordered a coat for my friend on her birthday. I did it in advance, because the delivery is sometimes unreliable, but now I think I should have left it until the last minute. My friend's birthday came and she got another coat, so she didn't need more than I had bought. I hadn't yet given it to her and it was still in the original packaging etc so I sent an email to customer service. I politely explained that I knew I was out of the 14-day return policy, but the item was untouched and now unneeded (I had also saved the other items I ordered). The only answer that seemed to have been copied and pasted from the site. Without flexibility and basically saying that if I returned it, they would refuse to accept it. I thought Missguided was in the race race Arcadia and Asos, but clearly not! I will not ask of them again as you receive free delivery the next day and returns up to 28 days with Asos and if I have ever had an appointment your customer services are extremely helpful! By Anonymous on 14 September 2014 I ordered a pair of jeans in size 10 (which was a UK size 10, since the size guide is in UK sizes). My order was not delivered after 2 weeks and I sent an email to Missguided. Missguided carried out a re-shipment dispatch, but sent the jeans to me at UK size 14. When I emailed them, they blamed me and claimed that my order was for size 10 and refused to admit that this is a case of an order delivered improperly. This is my first and last time I ask of Missguided, their customer service is horrible. By Mel on September 14, 2014 10 days and my order had not yet been listed as shipped. I emailed them to follow up - considering it's next day delivery in the UK, I assumed it was a mistake. To my dismay, they replied that the order had not been processed and if I wanted a credit. Stock pending I could have repressed order. I wanted the dresses to ask for them to be shipped as soon as possible. I have made mistakes, but do your best to fix it. 2 days later not yet sent, sent by email to follow up again and was practically told that I would receive an email confirmation as soon as it was sent. Another 2 days later and another follow-up of myself the items were mysteriously shipped on time and apparently arrived at AUS a good week ago. How is it possible that 3 different people confirmed that the items were never shipped and now apparently went and to check with the post office. I asked a manager to sort this out and I was told to be patient as they should be delivered soon. The most incompetent company I've ever dealt with and will never buy with them again! I warn everyone who uses them, especially when there are so many equivalent companies out there that really know what they're doing, and how to fix their mistakes. All right when your items are delivered properly, but in the second there is a problem they will wipe their hands of it. At the moment, still waiting for my items who know if they will really arrive. If not, I will see the assistance of consumer affairs to get a refund, because I doubt I will have any luck in dealing with the company directly after the current experiences! By Anonymous on September 11, 2014 Order more than 100 dresses. I immediately noticed that it would be sent to the wrong address, then contacted the company by email and facebook who warned that it had been changed to correct address and the mail had been updated. The day I got a message saying the delivery attempt failed, but I was home the day Contacted courier after an hour trying to pass to talk to someone to find that it was sent to the wrong address would be sent to fix. Eventually, the package came and it wasn't suitable. So I sent it back for a refund following your instructions. A few days later I received received saying that my exchanged items will be shipped in a few days to wait for it the wrong address. I contacted them again to let them know I didn't want an exchange that I wanted a refund they warned that this would be processed. Well, that was august 23rd and today is September 11th still no refund. Once again had the Facebook company that sends its apologies for inconvenience bla bla bla bla. This company is a quick joke to get your money, so they don't give a afterwards. Use other companies, but be clear by H on September 5, 2014 Missguided they are indeed. I ordered two clothes for a wedding event where my twin daughters are waitresses. A set arrived very quickly. I tried to contact them and what really got me was the fact that they didn't have a contact phone number!!!!!! Not on the delivery note, not on the website. So you started sending e-mails, but the goods aren't here yet and the girls are under arrest. By B on August 28, 2014 I love the site, clothes, accessories, shoes etc but the problem I have is with delivery. On two occasions I ordered products from the site, needed in time for an event, both times I ordered a week in advance until I used the delivery for 3 days and both times the product was not delivered on time, usually comes 2 weeks after I ordered. This may not be the site's fault, but the delay in delivery makes me want to stop buying things from this site. By Anonymous on August 26, 2014 I ordered a red dress from the site. The package came the next day, but it was a t-shirt instead of a dress. I contacted them who told me to post back and I would receive an exchange. This is what I did. I was then horrified to find that it would take 7/10 days to receive the correct item even though it was a mistake. I sent an email back as there is NO! Phone number for the website. I was told to send a proof of posting that I made. I still receive no dress. I'm as upset as it was for a weekend event. I paid for a dress and now I have to buy something else. I would never recommend this site. It should be investigated by commercial media. The size is also false. By Crystal S on August 22, 2014 Where do I even start expressing my hatred for this online store after buying only one item! I should have read and heard more of the bad reviews in this store because they're true. I ordered a lace dress for my birthday, but it turns out that the zipper behind didn't close well, so I decided to return it. I went to the post office and put the return label they gave me and the lady of the post said that this can not be returned because there is no zip code! So I had to email them and wait for a response from what came back and sent. That was over a month ago and they still haven't received my return! You can imagine how frustrated I am by this. This site is a Total. I should have kept the dress and re-sold it. They will probably never return me my money or for the worst dress 75 75 I spent nothing! I do not recommend this site to anyone and the quality sucks! Never in my life have I had a problem with an online store and sent an email and they said we should have received their return in 2 weeks and that's all I got from them. By Anonymous on August 20, 2014 I ordered a size 0 dress from Missguided and it came at an orderly time but it was huge!!! It was basically similar to an extra large in me and I'm not super short. The material was cheap and the size was beyond ridiculous. When I wanted to return the dress I received an email that said I had to pay \$100 to return the dress when I paid \$40 for it! Ridiculous. I've never had to do that with any other online store. They want to take your money. Another experience we had was with my sister that order never arrived! She tried to email them and call them and got a bad customer service and was told she would be there soon (it had been a month). As Missguided did not help, she had to call her credit card company and cancel the order so they wouldn't take her money yet for an extremely delayed order. I would advise everyone not to buy something from here!!! By Aisha in the USA, Washington, DC on August 19, 2014 Yes, they send you damaged or dirty clothes. I received a dress that smelled like arm pits and stained makeup on my first order. Yes, your sizes are a little off, so you'll have to go back and reorder if it's your first time ordering. People say your clothes are cheap, but I love (D) your clothes. You get what you pay for. Prices reflect the fabrics. However, before my order was shipped, I was required to send copies of my SS card, ID, credit card and birth certificate just to pick up my clothes that I paid for! Ridiculous! They need a new merchant account or something, seriously. So they lost \$300 in clothes that I returned to a smaller size. Remember not to trade, so you just have to reorder everything. So now I've spent \$600 without clothes in my closet. Two months later, finally received new order, but no money refunded. I waited weeks for customer service to send me back on the return and now they need proof that I sent the items. I went to the post office and printed as much evidence as I could come up with. I finally got my refund. Still, they never received the actual return. Two months later I received an email saying we received your return! WTF? Well, the return address they gave me was a JFK NY address, and I believe that's why my package was lost. Don't send it there. Send it to the UK. Then a few weeks later, I get a customs/service fee from the ex Fed for almost \$100 dollars! Wait, so we paid for the transport twice. I paid to return clothes you, I bought \$300 dollars in clothes, and now I have to pay WTF tax rates? I ordered internationally as a customer (not a business) all the time and never had to pay for it. Boohoo, asos, etc and never! They say it's not on Power. Yes, right, so how do other sites go about shipping to the US without incurring this charge on their customers? I really hope people find these criticisms before shopping with them, because let me tell you dear, this is a real experience I've had, no madasses as it sounds. The clothes are cute, but my God is not worth the madness they incur in their customers. Just find the same items on another By Anonymous website on August 15, 2014 so I know the company must authorize payments with the bank before releasing its products. HOWEVER, where do you come from telling people that to receive your parcels, you must present proof of information and proof of address? First, I understand the proof of address, but why not just contact my bank to verify that you NEED this information. They not only ask for a copy of a bill and/or billing statement (very personal if you ask me), but why would they need a copy of my L. Or, or? Not both. If that's not identity theft, then I don't know what it is!!! Also, you need all this information to get the hold out of my parcels but have you already taken the money out of my account? It seems that you have the check you need for me then either release my package or release my money. Kay thanks you. Deceptions! By Kelsey on August 14, 2014 I went through the process of buying an order above the value of £100 for most of my holiday clothes that I saved and need until this weekend. The payment was successful and completely withdrawn from my account, however once it passed, I was sent back to the site on a page saying that 'my cart was empty' did not say that my order was successful. So I went to look at my account and ordered the history where I discovered a message saying 'no previous order' thinking it might have been a failure, so I left it for an hour, but it remained the same, so I sent the site an email informing them about this problem. The lack of urgency was appalling and I didn't get a reply until the next day where I then responded right back and said I had to wait until another 24 hours for another reply! This left me with minimal clothes for a 2-week holiday and no money to replace the items I had ordered!!! By Anonymous on August 10, 2014 I made an order for delivery the next day, worth almost £300. I needed the items for a wedding. Now, seven days later, I still haven't received my order. Communication has been shockingly bad and the standard of customer service disgusting! I will incur credit card interest rates in the meantime and a return fee when I have to return the entire installment when it arrives ridiculously late. But missguided doesn't seem too bothered by it. I'll never buy with them again and others against it. In telling my story to others, it seems that bad experiences similar to mine are common. A very disappointed and angry customer! By Anonymous on August 10, 2014 First of all, I've never had time to write a review about anything before. Before, site made me so angry that I had to. The site is great when you start looking for clothes, but as soon as you start adding to your boom cart. Without warning when the cart will empty again, the faqs are horrible. There is not even a phone number available for customer service. Address policy: Ok so I made my order and then literally 5 minutes later I look at the address and realize that I have to change it I won't be at that location by the time they arrive. I sent an email 6 minutes after I paid to simply change the address of an order that was not even sent and the next day I receive an email Sorry we can not do this Processing: I put in my order day 31 is the 10th and the order has not even been dispatched as in INTN BEEN SENT. Shipment: Since the order has not even left the warehouse who knows how long the standard shipping will take from 7 to 10 days. Worst customer service ever. By Chloe on August 8, 2014 I recently saw the new Missguided adds on TV and I thought oh look at that place after reading that they offered free standard delivery from the UK to Australia 2-10 days (excluding weekends and holidays) I decided to give them a chance. I made my order on June 24th and here on August 8th I have not yet received my order, I realize it was only 11 days (excluding weekends and holidays), but when the lady of customer service told me that I had to wait up to 15 days not the 2-10 as on the site specifically for Australia. I basically decided that this company is a time and money wasting a piece of shit and you should NOT waste your money on them. By Anonymous on July 25, 2014 When I first visited the site I was surprised at how cheap the items were and I was a bit skeptical, but as Nicole Sherzinger was making a collection for ill-guided I thought the outfit should be of good quality, but it was totally the opposite!!! I bought a red midi skirt for a wedding and on the site the quality of the outfit looks very good but when my skirt arrived the stuff was very cheap and when I tried the skirt there was a huge hole in the side seam, I thought it was just one off so I ordered a day dress off the site and again the stuff was pretty much see through and extremely fragile and when I experienced there was a hole in the sleeve It's so ridiculous that this company is still going, how this company can take money from people and send them clothes that they know already have holes, tears and tears in them!!!! This company is a total disgrace by G on July 23, 2014 Missguided, company of absolute nightmares. I went to make an order online, 2 failed so the next day I tried again, it happened, but they still took all 3 transactions!!! Almost a week later and I still haven't received my money back, £120, that is! And complete, they don't have a phone number, however, DON'T REPLY TO ANY Customer Service email and give you useless information in facebook message and just pass the blame to my mine and try to forget, the 'next day delivery' arrived 5 days later and the kimono I bought was torn on both sides. I love the products so shameful that the system they have in place is so incredibly poor. They didn't even offer me any vouchers, they didn't even try to contact me out of courtesy. By Jackie on July 20, 2014 I bought a jumpsuit on sale at a bargain price, when I received, had a big tear in the seam, I went back and ordered another, this was also defective, even tore the seam, tried again, but mistakenly reimbursed me my money without giving me a reason. I'm never going to buy with this company again. By Anonymous on July 20, 2014 I recently bought the OZZA PEACH CREPE SWING DRESS from their website, used it once for a wedding and all the seams and seams were undone! I was mortified and embarrassed in front of everyone. Terrible stuff and just a garbage job of making the dress! Not to mention I can't return it the way I used it. Horrible! I'll never buy from Ms. Guided. By Chloe on July 16, 2014 I sent my package back to them because the top was too small and asked for an exchange. They received the top, but will not change it to another size as it is out of its 14-day trading period. I sent the top back well within that time period, but it took over a week to process it. To make you think even crazier they're paying to send my original top back to me! If they're sending it back it certainly makes sense to just change it to the size I need. Very bad customer service and I won't use them again! By JESS ON JULY 15TH, 2014 I CAN'T BELIEVE THAT IN ORDER TO RECEIVE MY MONEY BACK FOR A PAIR OF SHOES THAT CAME 2 SIZES VERY SMALL, I NEED TO PAY FOR THE TRACKED SHIPPING BACK TO THE UK.... WHAT WILL INEVITABLY COST ME MORE THAN THE SHOES THEY THEMSELVES. SO I HAVE A PAIR OF USELESS SHOES FOR ME! AND NO MONEY! THANK YOU VERY MUCH, YOU ARE A DRUG! DON'T BUY FROM THESE IDIOTS! ESPECIALLY if you are not in the UK or unhappy!!!!!!!!!!!!!!!!!!!!!! On June 24, 2014 I bought two dresses a month ago and one arrived with holes. I sent it back for an exchange and I haven't received anything yet, although apparently it's been delivered. There was no card or package. The phone number has never been answered and all you receive is a standard email that doesn't help. If you buy something from this site and there is a problem you can not reach anyone, then I would consider elsewhere. Disgusting customer service!!!!!!!!!!!!!! By Anonymous on June 24, 2014 I recently bought a dress but had trouble adding it to my basket and every time I refreshed the site the size I wanted would be in stock and sometimes unavailable. I was able to add a size 8 to my basket and after completing the payment process I never received a confirmation and there was no proof in my order history. 5 EMAILS AND DAYS LATER I'm still to know where my money went, they said it was a technical error that no order was was but it didn't give me options on what I could do, or if the dress is still in stock. They have now asked me to contact my bank to authorize a refund takes the mick!!! By KAYLA on June 21, 2014 I am a Missguided customer returning and always tell people to ask for them as well. Even after this horrible experience that is ongoing from May 22, 2014 - yes, almost a month is why I took the time to write a review about it! I ordered a lot of items for a trip for my birthday, which means that even my birthday outfit was in that order. I asked for enough time to get here and paid for priority transportation on top of it. I knew something went wrong when I didn't receive a confirmation email as previous orders. I immediately sent them an email telling them what happened and provided them with information needed to locate my payment just to go back and go about five times asking for the same information I previously provided. It went downhill from here as DAYS were wasted going back and forth. (about one response per day to a day and a half of them) I notified them that I would be out of the country and if it wasn't sent until a certain day to refund the money. No, they didn't read these instructions and sent anyway telling me to just reject it if I don't want to - would I spend almost \$200 for something I don't want? Oh, yes, I'm sorry. Proceed to a series of repetitive and useless emails for June, where I haven't received a package yet, but a ruined trip and birthday. Two people I still don't believe work in customer service are Lincoln and Bruce. The reluctance to help and the level of incompetence made this experience more irritating than it should have been. Anyway, I called FedEx to find out just so they can tell me it's being returned. I contacted Missguided AGAIN by email immediately with a reply the next day saying they contacted the messenger to redirect. FedEx has confirmed that this has NOT HAPPENED and my package is currently at the airport for return. I can go on, but I'm sure you have the idea of the type of customer service you'll get if you have to deal with them. May 22 to June 20 and still no package. Great, isn't it? The best part is that I have another event to participate at the end of the month with the intention of wearing the clothes previously ordered and I will not be able to do so. Even after all this, I still encouraged my sister to ask them for her grad dress. I didn't even ask for money back or discount as I simply want my clothes and this is still such a problematic task for Missguided. This is all very unfortunate and I can't understand why a simple transaction that occurs thousands of times for them daily is so difficult to manage. *Selected stars the customer service experience.* PS. A phone number was provided asking me to contact them. This is BS because the number says they don't deal with customers, redirects you to the site and they don't even respond. - long distance loads my next account, I'm so excited. Thank you, Missguided. xx By Kirstine on June 20, 2014 I and my 16 year old daughter ordered three dresses for their year-end school parties made a new account chose the dresses placed in all our details address of bank details etc paid for next day delivery! expected nothing the next day or the next day. I went to log in to the account to check the order, but he said we had no account! always use the same email so it's impossible for me to forget to even ask to check the password, although I knew I didn't get an email for it because it said I didn't have funny account ids they took my money for the like items when I don't have account! called the numbers the lines are dead or just touching as disturbing to my daughter as we don't have much money and my daughter has nothing to wear. By Mrs Z on June 17, 2014 First time using 4 items ordered by Missguided 50% of the acceptable order: The dress is as described reasonable quality for the price and some makeup arrived as requested. One item was missing and another makeup was broken. It is not worth returning the broken item, as it will cost 50% of its value in postage the other item was not in stock, but was paid. Automated emails are immediate, but seem to be in no hurry to replace or refund items. The price of some shares is competitive, but with incomplete orders and the hassle of dealing with customer service is a false savings. I'll stick with more reliable online stores in the future. By Anonymous on June 14, 2014 Let me say that I never go out of my way to write reviews, but it was a MUST for this ridiculous company. My friend and I asked from here three weeks in advance for a trip to Vegas. Our clothing items not only didn't arrive on time, but sent my friend the WRONG item and my item ripped around the zipper area (I'm a very skinny girl btw). So I decided to try them out once again in the hope that things would be better. I bought their shoes on May 19, 2014 and still didn't get them! They were officially over 16 business days. Literally the most ridiculous company ever! Also, email-only customer service is so stupid. I assume you do this on purpose, because if you had a number to call, you'd be playing with negative feedback. Website and shitty service. By Anonymous on June 13, 2014 I like missguided clothing styles most of the time than not, but as with all online shopping, there is a greater risk of clothes not looking or fitting in as you expect, of which I really can't blame anyone. Now my problem with the misconception is that it's a bit more expensive than their competition, Boohoo & Pretty little thing (which I love), so it's said that they can offer returns and mistaken can not. For that reason, it's almost as if they didn't want anyone returning goods that removes the joy of online shopping as it's almost as if I had to like and keep it. I ordered 3 times off this site and would ask for more, but as I devolved 2 of those 3 times and honestly would have returned 3 times as a skirt was a bit big for me but wouldn't come back as I wasn't ready to be charged £2.50/3.00 for a skirt on sale for £10.00 or more. Which means I only ordered it when I absolutely need an item as soon as possible, or sure that it will fit and absolutely can't seem wrong as I love your fast delivery, but can't risk not being able to return if it doesn't fit. So in total, I like Missguided so I'll recommend it, but something needs to be done about your Returns Policy. On June 11, 2014 I had heard that delivery was bad and that customer service was bad. I texted the customer service team on twitter when I hadn't received an email saying that my item had been shipped after two business days. They responded quickly and were very informative. When my delivery arrived the item fit well and was of great quality. Very happy and would shop here again. By Anonymous on June 6, 2014 I had a long spending relationship with this company. I've never had a bad word to say about Miss.Guided and, in turn, Yodel neither, which I think is a great delivery company. I placed two orders the same day. On the day of the alleged delivery, I received an email while I was at work stating that your order was left in a safe place and a card had been left. I assumed that since no one was home, the package had been left with a neighbor or some kind of local warehouse. where I could pick it up. I got home without a package or a card. I emailed Miss Guided the next day, telling them the situation and that I had paid for the next day's delivery for a reason and as this day had passed, I didn't want or need the goods and would like a refund. The next day I received a card through Yodel's door (the delivery man had returned) with the date of the previous day. The writing on the note was hardly readable beyond 2 things. The incorrect date and '11B' that I assumed meant it was left at this address. I visited 11B and some of my neighbors. No parcel. I have no idea. I updated missguided with this information. Here is a quote from the emails that will come in this conversation: -According to the courier tracking records, your order was delivered on May 22, 4:00 p.m. Please be advised that your order was left on the front porch by our couriers.' So now the package is in 11B or on my porch. Nothing has been signed - definitely not a safe place. I made that very clear to them. The next conversation that lasted about a week basically went like this. Now we need you to fill out this form to start an investigation I don't want to fill out a form' because I don't think it's fair to me anything really like it's not my fault. Can I get a refund? 'Fill out a form' I don't want to investigate until you do' I don't care about your investigation - can I get a refund or not?' 'Fill out a form'..... I gave up and told them to forget it, and now I just spent it on them. I received a phone call that weekend from a very lovely person in Yodel. Essentially, she agreed with me and informed me that Miss.Guided is waiting for them to give the ok she said she would go and receive me for my refund. At this point, I I've given up anyway so I thought this was worth a chance since Yodel was at least trying to help. I called Yodel today and again, I spoke to a lovely lady simply agreeing with me that I shouldn't fill out any forms or help them at all. At the same time, there wasn't much she could do at this point and I have no negative feeling towards Yodel, I work in big money sales, I used to work in a very small and independent retail store, I know there are protocols and processes. I'm just of the opinion that the reason, common sense and compassion of the client should play a greater role in these situations than paperwork. MissGuided doesn't care less. Anonymous on May 29, 2014 waited patiently for my order for 30 days and it did not arrive. So I sent an email asking where it was and they responded by apologizing for the inconvenience and offered a refund. After I didn't receive any refunds, I emailed you one more time. I can't remember how many times I contacted them to no avail! A total waste of money and time! Worst customer service ever! Total thieves. By Anonymous on May 17th, 2014 My friend got a dress from this site and came a week later so I thought it was a good company. I ordered my dress and accessories and paid extra money for it to be delivered the next day. I waited for the dress to arrive and didn't think maybe it would come the next day and it still didn't arrive during that time I constantly checked my trace and found that for two days my order was being processed I found it odd considering it was to be delivery the next day. I googled the company and was shocked to find that they don't have a contact number and their front if I want to contact them I would have to send an email to them. I did that and no one contacted me again they took the money from my bank account and the extra I paid to deliver it. If you are wanting to get clothing items and want it in a short time after asking I strongly advise you to buy elsewhere. By Anonymous on May 16, 2014 I saw Missguided in magazines and decided to try this company to buy clothes for an upcoming trip with friends. They have a great selection of clothes, and a website that seems to be a bit legitimate (albeit slow and unresponsive at times). I ordered 3 weeks before my trip, and decided to go with the Standard Shipping option (declared on the site as 10 business days). I thought I'd have an extra week to take care of any mishap with or if you needed to find replacements. When I made the order, I was notified that my order was shipped and submitted a tracking number. The tracking number never worked all the time I was waiting for delivery, and the did not respond. I never knew at any point where my package was, and it was very frustrating. Also, after 11 business days, I contacted Missguided because I had not yet received my order. To my dismay, they warned me that in REALITY, standard shipping takes 10 to 15 days. Imagine my surprise when you don't mention this information anywhere on your site. They assured me that my package was guaranteed to be delivered on 5/15 (yesterday). It was upset that it was so last minute, but I figured it had all worked out... until my package NEVER ARRIVED, and I haven't received it yet!!! I have no idea where it's really located!!!! They left me completely screwed for my weekend trip. I had to waste so much time this week struggling to find extra clothes. What got worse is that Missguided's customer service was barely apologetic and didn't even offer anything to make up for the fact that they lied on their website and ruined my weekend plans. They just sent me a copy message and pasted over their return policies and were completely insincere. These people don't know how to run an international business, and I'm extremely disappointed. I ordered things from countries all over the world, and had a successful tracking dispatch for delivery, and had the items delivered on time. The system in Missguided is obviously a drug, and the fact that they lie about the time of transport makes them look so gloomy and dishonest. I had recommended this site to friends, and now I'll have to advise them never to ask of this place because of my horrible experience. By Anonymous on May 12, 2014 The skirt never arrived, and it's been over 2 months! I'm not really happy, I've contacted customer service, and it hasn't helped at all and they say there's no tracking number so I can't see where the package is atm. So sad, and then they won't give me the skirt or my money back! By Anonymous on May 11, 2014 Where are my next day Delivery items apparently?! DO NOT MISSGUIDED PIECE BY KW on May 6, 2014 I like many other customers who have had problems with the Missguided clothing retailer. The company is becoming internationally known and with its new celebrity endorsement it will only become bigger and the issue will be expanded. I live in the US and have ordered several uk companies and have never had problems. My advice to everyone who has had a problem is to start overloading them with complaints so we can stop the company is to take action and start informing people. I posted on all Missguided social media sites to alert other consumers to check the reviews, and I posted on Nicole Scherzinger's page just informing people to check the reputation of the companies. (she may not answer, but it's worth a try). Pitch story fashion bloggers, magazines and websites. I also made a formal complaint to these following sites. I can't get anyone to look at the company, but if enough people say something, then something will change. Change. amp;amp;panel1.know I may not get my money or my merchandise, but at least I can help someone else. By Lesley on April 18, 2014 I requested delivery the next day, as I was going for a birthday meal the following night (Fri). The order did not arrive, sent an email and said that there was a problem with the messenger (yodel-awful company too) and that it would be here the next day (Sat). Sat I arrived and without delivery, I sent an email again asking them to cancel the order, because not only had the delivery lost my day trip I was going to Barcelona on Sunday (another reason for the clothes) and now I would not have the clothes for either. They responded by saying they had sent the order so they couldn't do anything and the problem was the messenger then contacting them. Parcel finally arrived on Tuesday... Very bad quality clothes, not even worth sending back as I'm sure it will be so traumatic!! They gave me 15% of my next order... I told them not to bother, because I wouldn't use them again. They usually use asos, but they've given them a chance, never again. Boohoo sells exactly the same and much better service. I'd leave 0 stars if I could. By Anonymous on April 16, 2014 My receipt was 2 days off the return date after my parcel arrived 3 days late anyway! And when I sent an e-mail asking if it was still okay to come back, they said unfortunately... so I asked if I could exchange the item for something else as it was of poor quality when I received it, after several emails from their customer service team not even taking into consideration what I was saying to me that I can only exchange for the same item that they still refused! Absolute joke. I had nothing but problems with them when I asked and now I left in a cheap dress that I do not like! Does anyone know a number to make a formal complaint? On Anonymous, on April 15, 2014, I ordered a Missguided jumpsuit for my birthday, and it took me 10 days to get there. Remember, I ordered a size 0... and they gave me a size 5. I would have returned it, but I didn't want a headache. The overall was white; however, it was see-through. It's not worth the money, time or effort. The clothes look cute online, but a completely different story in reality. Buy somewhere else! By Lauren on April 11, 2014 I was recently looking for a prom dress and came across a gorgeous lilac dress in Missguided. It was cheap and the color was very pretty so I went ahead and ordered it in a size 10 and at 8' (I'm in the middle and had a zipper so I have both sizes just to be safe). The delivery was very fast and when I opened the order it seemed perfect, it was only until I tried it, I began to notice problems. First in both dresses the zippers jelly, which made it very difficult to close (Size 10 was a real challenge). I experienced in the first 10 which was very large so I tried on the 8 th on that fit well at the waist and the length was good, but the bust area bust a little large (in my opinion the bust area was very large, I normally wear a 10 because the bust is very small when I use size 8's but this 8 was quite loose) so I noticed that the skirt hem was extremely wonky so much that one side was just above the tips of my fingers and the other side was about an inch on the tips of my fingers. Then I noticed that the lace was all exhausting and wasn't sewn properly. Overall, I am very disappointed, I think even more that this should be a special dress for me and the quality has not reached my expectations. There are also some bugs on the site, but nothing important. I hope Ms. Understand their quality control better because they will do well if their products are of higher quality, but until they do so I don't think I'll buy any more of them. By Anonymous on April 11, 2014 I used the Miss Guide 3 times now with each being a complete disappointment!!! I have always held out hope that being my last resort the guided lady would send me a dress made of good quality! So this time I ordered one of the most expensive dresses on their website for £55 thinking it's certainly going to be done right... No! Look second hand or primark at 5 times the cost... Horrendous! Quick to deliver, but hesitant to quickly refund by Anonymous on April 4, 2014 I bought a dress for my daughter for my wedding and first of all they sent me, but the seam had not been sewn properly and then I went back. They said the dress was sold out, so they couldn't replace it with me so they just reimbursed me - so my daughter now didn't have a dress. however, I looked on the site and it was in stock so I had to send them by email (they don't have a phone number which is VERY annoying) and I had to persuade a lot to make them send another one. when they sent me this new dress didn't come with a belt as it was supposed to, so I had to send them again asking them to send a belt they did, but what I didn't notice was that again the dress hadn't been sewn properly and so I had to fix it myself. I'm definitely not going to buy from missguided again! By kylie on April 2, 2014 Absolutely disgusted by the lack of disguise. I ordered a dress and it wasn't what I expected so I sent it back and it took them a month to refund my refund just because I had to email them to remind them of it! And they still had the nerve to accept the payment of his delivery, when I emailed them they offered 10% off my next order!!!! Like I'm going to ask

you arrive? By unhappy customer on March 29, 2014 I shopped with them 5 times and had five bad experiences in a row!!! BEAUTIFUL CLOTHES - BAD SERVICE AND ABSOLUTELY VILE QUALITY THE QUALITY IS SO CHEAP, THE ITEMS ARE LESS QUALITY THAN FOR MORE MONEY 3 TIMES MY ITEMS ARRIVED LATE ONCE I ORDERED A WHITE DRESS THAT CAME WITH A DIRTY BLACK MARK WAS ALSO SPOILED IN THE BAG WHEN I COMPLAINED THAT THEY OFFERED ME MY MEASLY 10% OFF! WHEN I GET STUDENT DISCOUNT SO THEY DIDN'T OFFER ME ANYTHING!! THEY ARE NOT ASOS OR TOPSHOP - CAUTION!!!! Disgusting!!! By Anonymous on March 11, 2014 After making my first order with Misguided, I received an email asking for a copy of ID corresponding to the cardholder, such as driver's license or passport, along with proof of address in the form of a recent bank statement or light account issued in the name of the cardholders to the address to which the card is registered. I've been shopping online for years, and I've never received that order. I suspect it's a scam, and there's no phone number to contact Misguided. It's very annoying that they have taken the money out of my account and now I'm going to have to wait for a refund. Reading the reviews here, Misguided seems to have a bad reputation for customer service. I would have given zero stars if there was an option to do so. I think I'm going to retailers who really care about customer service. By Anonymous on 6 March 2014 DO NOT ask for MISS GUIDED!! YOU WON'T REFUND MY £60 BECAUSE MY BANK CARD HAS EXPIRED... HOW IS IT MY FAULT. THE PRODUCTS ARE OF POOR QUALITY, SO I CAME BACK. NEVER AGAIN!!! By Anonymous on February 26, 2014 I've never written a review before. But this company is so bad that I have to share how to alert people of their very suspicious attitude towards their 'security check' My order was placed on a Thursday afternoon, having selected the next day's delivery, I expected my delivery to arrive the next day on Friday. It was the next Tuesday, I didn't hear anything! I e-mailed to find out what had happened to my request. Without excuses, it was explained to me that my delivery address did not match my billing address and asked for a photo id and a copy of a bill to prove identity and address. Of course, I found this extremely strange, I told my partner who bought my order for me who also thought this is very suspicious, but was happy to comply and provide these documents. After about 6 emails with 6 different people they then asked for my photo ID and a copy of a proof to prove my address. Now, obviously that sounds extremely stupid. I still don't understand why they would need ME documents! I again told my partner about it and he took over as he wanted to find out exactly why they needed so many documents from both of us. Any living human being would find that ridiculous. Anyway, my partner thought I should just provide them with my details as we are halfway there and all I needed to do was send them these two documents and they will dispatch my request. So I did, I sent my photo ID passport and a letter with my address, but what do you know? They can't accept the letter, they need a PROJECT LEI to confirm my identity! But wait, excuse me, what does my passport show you if you don't show him my id? And outrage. As you can see, I'm extremely frustrated with all this. After 18 emails and 18 different names (which I think was an automated automated which only composes random names) I wanted to be contacted over the phone so I could talk to someone and cancel my order. By this stage I've had enough. I asked for a phone number as well as their supervisor so I can make a formal complaint. They explained to me that they don't have a connected phone line and the only way to deal with any matter are through emails, and then they said they are able to cancel my order, all I need to do is confirm via email. I've done it. An hour later, I got a misssguided call. Asking me for a photo ID to send my request. How can you say I went from frustrated to furious!! I calmly told this person over the phone to cancel my order. That was done. An email was sent to me to inform me that my order has been canceled. You think all this was bad? Did I mention they already took almost £300 out of my partners' account before all this happened?? Amazing, isn't it? Also, didn't they tell me they don't have a landline or phone to contact customers or to be contacted? So how did they call me? What do you call that? A liar? My partner is very sweet. The whole situation made me so frustrated that he secretly created his own account, reordered all the order and asked for a few more things just to cheer me up. So now absolutely everything, including the account he used to log in was ALL in his name and address, it seems good right? No, again he received from obviously a different name an email to ask for photo ID. This has been going on for 10 days, and my partner is still trying to figure it out. Almost £600 out of your account and nothing!!! Nothing!!! It hurts me! Actually, it's pathetic. We're still waiting for both refunds for something we didn't even have is just amazing!!! If you've ordered them before and had no problems, then I'm happy for you. For any new customer who wishes to order from them, please be aware of all this. My partner and I provide them with our photo identities and billing information. That's not right. I've never experienced this from any site and I can add that this is how I eat things over the Internet all the time and it's the first time something like this doesn't make sense. By Anonymous on January 28, 2014 I ordered \$150 (AUS) in clothes for a friend and I. You spent so much that we'd get the order in four days. It's. Nine days later, still no package. They sent them so many emails with them that they ended up beating the bush sorry for the inconvenience. NO, YOU'RE NOT!! I ended up contacting the shipping company they use and they were most helpful giving me the number for the Australian shipping company that had my package, but I'll have to call them tomorrow because they are closed. SO ANGRY. If I don't have my items by Thursday (it's now Tuesday) I'll be beyond my fury. SHOP THERE!-- By Anonymous on January 24, 2014 I tried to buy 3 dresses 2 weeks, but I an email requesting a copy of my driver's license and copy of bank statement or utility to verify my address!! We can say identity theft!!!! I informed Misguidededus that I wasn't doing such a thing and they cancelled my order but it took 5 days to refund my money. They offered no further explanation. I had to put a fraud alert on my account. By F  male on January 19th, 2014 I hate this company! It took them a month to send me my purchase and when it finally arrived there was a hole in the Navy bodycon dress I ordered. I'm never going to ask this company again. They didn't even try to make it up to me after sending a picture of what the damage order would look like. No stars! By Anonymous on January 16, 2014 I ordered a misssguided game suit when it got to the quality was terrible with loose wires and all kinds needless to say I'll be returning the item however when packaging the item I read that there is in fact a charge to return the item! So I don't have my p&p refunded and I have to pay to send it back! I know it's not much, but being a student I'm really not impressed that I ended up paying £5 for nothing!!! Absolutely rubbish I won't be buying from misssguided again. By Anonymous on January 9, 2014 These idiots I bought a jacket and they sent me size 6 I spent over 8 pounds returning it to them to send me something completely different 5 days later. I spent another £8 getting this back. I spent almost 200 pounds on that jacket. They immediately sent another one out and I just got a size 6 again after the customer service was adamant that was a 12 I'll spend another 8 pounds sending this back and I'm fuming. This is the last time I buy in this store. I don't understand why it's not off yet. I'm going to take this complaint so far. By Anonymous on January 8, 2014 THIS SITE IS THE ABSOLUTE WORST!!!! My first time ordering here I was charged for shipping when the site CLEARLY declares FREE STANDARD SHIPPING TO USA & CANADA. There is no number to contact them, so you have to wait for an email.... To help fix this, they send me a gift card code to their website.... I guess that some thing is going to happen to me again? So I ask them in an email... no answer. Before the code expires, I decide to choose something.... Free shipping, check. OH, WAIT, I DON'T KNOW WHAT TO DO. INVALID SENDING METHOD You're KIDDING ME. FUCK THIS SITE. FUCK THIS COMPANY. CUSTOMER SERVICE. I WANT MY MONEY AND TIME BACK!!! By Anonymous on January 5, 2014 I don't recommend anyone to buy any Misssguided item online. They not only charged me for the next day's delivery, when in fact my order arrived five days later, they also only delivered one of my order, but they charged me for two. I am shocked by the service provided and do not feel that they tried to resolve their mistakes with my order. I'm not impressed. By Anonymous on January 4th, 2014 PLEASE AWAY FROM THIS COMPANY! I ordered on Ten,3 and to this day I have not received anything. I asked the company many times about it and had the race several times. I started asking for my money back and still nothing! Company WOSRT ON EARTH STAY WARNED! By Sal on January 1, 2014 I do many purchases, online and in the store. The poorly guided clothes they have on offer are definitely fashionable and I'd be buying a lot more if I could really trust your service. 1. Do they make you pay for returns? I'm not sure about everyone else, but when you're paying for delivery from an exclusively online store you'll probably end up ordering more than you really need, just to make sure you don't end up ordering again if an item doesn't fit/it's desired. So I think it's absolutely criminal to end up paying for returns. I never returned at least one item from a package I bought from them. Sites like urban equipment do this too and it's daylight theft, but at least you have the option to come back in the store for free! 2. Their delivery is ridiculous. Not only are there no free options, but it really takes a long time and the next day never works for me. Currently in an email battle trying to explain how they should give me my items by NYE and they are still even to apologize. 3. Its quality is questionable at best. Don't hurt me, the items have (usually) prices accordingly and it's by no means expensive. But if you're paying £15-£30 for a dress, it shouldn't be breaking for the second wear and poor quality on arrival (transparent, poorly sized material, worn seams etc) But if you have time to wait and you're just looking for a new dress to go out on a night I would really recommend them. Just don't ask in a hurry or expect high street quality! Buy smart x By Anonymous on December 26, 2013 These thieves stole my money. I ordered a dress on December 2, 2013. They listed on their website 10 business days for shipping to the US. Today is December 26, 2013 and nothing! Every time I send an email they claim they are on their way but refuse to give me a shipping confirmation or tracking number. They're so full of it. I'm moving out in a few weeks, which means I'll probably never get my package. They're horrible people. don't trust them with your money. Well.... I bought my items via PayPal and I will contest my payment today. I'm going to get my money back somehow. I'm never going to do business with those snakes again. After I enter my dispute with PayPal, the Best Business Bureau is next..... By Sammy Cassidy on December 20, 2013 I ordered a dress that I didn't get as they put the wrong address on my item, now they send me an email saying they are repaying me for less than I should be, im paying for my item returned to them!! an item I never received as obviously printing an address is hard to do! ... absolute customer joke, poor service I don't know how they can get with that. I won't be pushing with them again and I won't be advising anyone either, missus you should be EMBARRASSED By Anonymous on December 19, 2013 ordered a jumpsuit, next day delivery. He didn't show up five days later. I emailed them and they responded saying that there had been a technical error even though I took the money out of my account the same day I asked for it. He offered a refund, so wait and see if that happens. Read a lot of complaints from this shocking company! I will never ask of them for ANONYMOUS on December 19, 2013 that I would never use them again. THEY HAVE FEW CUSTOMER SERVICE SKILLS; THEY ARE NOT EFFECTIVE AND LACK COMMUNICATION. THEY ARE A STEAL AND YOU HAVE TO PAY FOR SHIPPING HOWEVER THEY HAVE NEVER SENT THE PACKAGE AS PROMISED!! IM GOING TO REPORT YOU TO THE BEST BUSINESS DEPARTMENT!!!!!! By Lily Morris on December 11, 2013 I should have learned my lesson from the other three orders I made that didn't show up the day I paid. As well as several of my friends and housemates also having the same shameful experience. I ordered DELIVERY THE NEXT DAY and 6 days later I still do not have my item and I had no help from customer service, besides we are sorry to hear this. The crap customer service there's not even a number I can call to talk to anyone. I'm not going to live in my house from Monday, so I'll never get the item that was ordered as a Christmas present for anyone. They're a terrible company when it comes to delivery. Considering that they COBRAm for returns and deliveries, you would think they would make the effort to make it right. You're going to stay with ASOS. By Nicole on 9 December 2013 Fast and brilliant responses from their customer service representatives. Free delivery! Cheap clothes! Good quality clothes. Sending an email about my package not arriving was kinda upset because normally they come every time, sent an email with my concern received a refund immediately. But then my package arrived was very late so I sent an email saying it had arrived and wanted to return the payment for the item and they said I could have it for free because of the late arrival. I love shopping with them and it will continue! By Anonymous on December 2, 2013 I admit I was apprehensive about ordering from Misssguided after reading the terrible reviews, but after seeing ads on TV showing her clothing range, I was tempted to have a sneaky spike on the site. The price of clothes was very cheap compared to that of street brands. I ended up asking for some items because I thought they were great and could not miss for the price they were. I received my package on 1 working day which was amazing after reading the reviews of late deliveries! The quality of the clothes wasn't fantastic, but you get what you pay for, I guess. I kept all the clothes that in the end because I thought it was value for money, trendy and a good fit (which is rare when when a UK size 6 and differs from store to store)! By Anonymous on December 1, 2013 I am absolutely livid! It took me 5 days to order a dress because of problems on their website finally ordered a dress on November 28 paid £3.95 for the next day delivery, my dress was not delivered the next day. Poorly guided email and they told me that due to a 'technical problem' my dress would take 7 days to arrive I am absolutely fuming! by that time I would have waited 9 days for my dress, absolute!!! Definitely will not shop with them in the future, too uncomfortable! By Anonymous on November 26, 2013 I ordered a Misssguided 'Next Day Delivery' dress for the first time on Sunday and not only didn't arrive the next day, but it was delivered on Tuesday and sent to the wrong address!!!! I was very angry because I needed this dress for an event I was going to on Monday and nothing came! I was lucky that the gentle lady to whom it was delivered on Tuesday brought to me, otherwise, in the wrong hands, it would have been an early and free Christmas present for someone else. You need to get a more reliable delivery service. YODEL in this matter are garbage. I'm so disappointed. By angry bird on November 23, 2013 My first time ordering from miss guided and it has been the most horrible experience of all time. YOU DON'T EVEN DESERVE A STAR. I MADE MY ORDER ON A TUESDAY FOR THE NEXT DAY DELIVER. I received an email ON THURSDAY TO SAY THAT MY ORDER HAS BEEN DELIVERED. ALTHOUGH I HAVE NOT RECEIVED ANYTHING. I TRIED AND TRIED TO FIND THEIR CUSTOMER SERVICE NUMBER THAT DIDN'T WORK. WELL, IT JUST RANG. I sent an e-mail and facebook. ALL I could do was DEAL WITH YOUR CASE, NOW IT'S SATURDAY AND I HAVEN'T HEARD OR RECEIVED SHIT. I AM EXTREMELY ANGRY (HENCE WHY I AM WRITING IN CAPITALS) INCIDENTALLY I HAVE NEVER WRITTEN A CRITICISM IN MY LIFE. I ORDERED MISS. GUIDED IN GOOD FAITH THAT I WOULD RECEIVE MY ORDER WHILE I WENT ON VACATION ON MONDAY... AND IT TURNS OUT I'M NOT GOING TO TAKE THE OTHERS I PAID FOR WITH ME. FUCKING BOLLOCKS. By Amber on November 16th, 2013 After 2 months still waiting for a refund I Company ignoring my e-mails. Do not use this site, bad clothes service by anonymous on November 15, 2013 No stars! I would never personally use the company again or encourage others. I suggest a misguided review of communication systems, delivery system, mail service, telephone lines and, in the future, sincerely apologize from an informed perspective. By Anonymous on November 15, 2013 ordered a dress for my GF, paid extra for the next day's delivery. The item was never delivered and after 3 weeks of meaningless emails told me I could have a credit note to buy something else. Completely unacceptable customer service, poor communication and all bad experience. I that everyone used elsewhere like ASOS that treat their customers well by Anonymous on November 15, 2013 It took exactly one month to receive my order, so once tried to return it they said they could not because it had passed the 14 days after the purchase. Well, obviously, it took them 30 days just to give it to me. So they sent the items back to me. They weren't willing to issue me a refund until I opened a case against them with paypal. So once again I had to return the items a second time for another \$9 because the company they use to send orders won't pick up an item unless you call Misssguided and then Misssguided will have to contact the carrier to arrange for them to have the package collected, and Misssguided WON'T DO that, and you can't refuse the package unless you pick up the courier, nor can you take it to the post office and return it because it is not USPS tracking. Although the company has received my package for the second time they have not yet issued my refund and are not willing to. I'll never buy there again! BUYERS, PLEASE BE CAREFUL. P.S. I have been dealing with this problem for 5mths now! By Lara on November 6, 2013 I bought 2 body suits, from Misssguided, one in raspberry red and the other cobalt blue, paid for the next day's £3.95 delivery. Deliver on time, but what a disappointment! So low quality, tacky fabric, you can say that after few washes the body suit, it will become like dish cloth!! Wrapped everything, to come back and another unpleasant surprise, returns are paid by the buyer! So in addition to the delivery fee, you also pay back! Nice touch Misssguided! When I ordered my Jacket from Joules, she came so beautifully wrapped in elegant hanger and lovely handbag. The above order & packing, and contents, screamed, tacky, chav, cheap! I will never buy anything from them again and recommend it to any of my colleagues or co-workers! For Anonymous, on November 3, 2013, I ordered a black dress from here that would come with a belt, but did not. I e-mailed them, and a week later, I finally got a reply that said to send the dress back. After sending the dress back and paying by mail I was shocked that they had taken money from my refund. The clothes are also very bream and cheap. In short, I will never buy on this site again, because they are thieves. By Anonymous on October 30, 2013 I ordered an item on Saturday phoned until Wednesday night to see what was happening it turns out that the item was out of stock when I ordered it yet still took my money and then said I should have checked to see where it was before.... I wasn't aware that every online purchase you made you needed to call and see if it had been posted. So I asked if I could order a different item instead and he said it was instock online... but it turns out that's not how they're just planning to take money for items that don't really have instock? joke company! I wouldn't even make a star! For on October 29, 2013 was the first time I ordered something from Misssguided. I was waiting for my dress to arrive and when I opened it, it was torn next to it!!!! The dress looked like it wasn't properly sewn either. I the dress as soon as possible and I sent an email so I couldn't return it as I needed it as soon as possible and now I had to sew it. The package looked like it was open before. They propically returned this item and they didn't even mind checking the item before shipping to customers. I took pictures and so and your answer was a boring sorry and 10% discount on totally expensive items! LAME as I also get the discount as a student. They should definitely change their name to the company to MISSEADING as it best suits them. I've never had trouble ordering from asos or urban equipment and they should take a look at all these reviews and take it into consideration of what to respond to with lame excuses and offer 10% LAME discounts! By Anonymous on October 24th, 2013 I wish I could give this terrible site zero stars! When I found this site, I loved the clothes and assumed it was like Asos and Nasty Gal. Unfortunately I was wrong. I ordered three dresses of these fools and ended up returning two dresses more than a month ago! After submitting proof that the returns have arrived on site and also send the names of the returned items (as they would not know this), there is STILL NO REFUND. I'd really like my \$80 back for the money I spent but I'd rather anyone else not have to deal with what I've had to do in the last month. Cherry on the cake, the zipper ended up breaking the only item I ended up keeping the same night I used!! Save your money no matter how beautiful the item looks. It will be poorly done, and then you will be waiting until Christ comes for your return. By Sue on October 18, 2013 I recently came across the misssguided site and thought it looked good, so I ordered some items for an occasion the following weekend. I ordered a dress, a top and a skirt. I paid for the next day, the parcel only appeared 3 days later. They sent me the wrong item instead of a dress and a top I had a fake leather skirt in gold and a button up shirt. It was the day before the weekend. I wrote an email to them saying Hey, you sent me the wrong items can you please sort this out and they basically responded by calling me a liar and that I should take pictures of the items to prove what I'm saying. After I sent pictures, they demanded to see better. They didn't send me a replacement. I was told to simply follow the return instructions. Basically, with misssguided you have to PAY to return the items, there is also a fee that will be deducted from you once they return the money to your account so I basically had to pay 3.90 to send a back item that I didn't order in the first place. No, I'm sorry, nothing. So they didn't put the right amount of money back into my account. I haven't heard from them since I expect this fraud store to come closer. Please BUY FROM THERE too, all the clothes there look really very cheap and see through and much worse than on the site, believe me By Anonymous on October 11, 2013 Ordered a dress dress be delivered the next day delivery and 5 days later I'm still waiting for it!! Didn't I get an e-mail saying the dress was shipped? The dress was for an occasion that has passed, so if the dress finally arrives I will send it back for a full refund! I'm not going to use this company ever again! I gave this company a star, but only because I had to. By Anonymous on October 7, 2013 Bought a bodysuit that understandably wasn't expensive, but the product that arrived was horrible. I can't use this anywhere, it's a green/blue color and completely see-through. Any other store I would be of a small size but this suit was extremely small and showed half my breasts. So disappointed :(By emloupet on October 4, 2013 I read all these reviews and almost did not make a request, but I thought I'll still try because I loved the look of a dress! I ordered around 11am on a Wednesday and arrived around 3pm on Thursday. I was absolutely thrilled! Thank you very much Misssguided - I love the dress and the fast delivery - and 3 girls I saw while wearing it are going towards you to buy one!) For Anonymous on August 31, 2013 I bought a dress for my birthday and when I received it, I put on and it was transparent. You could see my bra, panties and even a black tattoo I have on my hip! It was a dress that was in various colors - bought in pink and was also available in white of all colors! Unfortunately I had a slight slit in my thigh and so I couldn't even wear a naked body underneath! In the photo as shown on the website, the fabric is completely opaque! Don't see-through at a minimum. If the model was wearing anything underneath, it would be seen. If she wasn't wearing anything, her nipples and navel would definitely be on the show. What I don't understand is this: they obviously retouch their photos after filming the product and before uploading to the site - Are they aware of how the retouch needs to be done when the model is walking over the studio and to what extent it is actually being done and are still happy to sell this product showing it as it does not exist? There must be something morally wrong with this as a business. The client is being deceived. I can understand some light touch-ups to fix the lighting etc/make the skin models look more enjoyable etc as we all know it happens and we all know that low quality fabric can look beautiful under studio lights, but to basically computerize the product to the point of not looking anything like the real product is ridiculous. Either that or they should take a look at the sample sent to them from the factory, try it and send it back to be manufactured into a thicker fabric that is NECESSARY for the type of clothing it really is. They sell these goods hoping people don't give them back to profit from a shitty product? For them to be pushed the back of a wardrobe, thrown away unused, which then adds to the landfill. It is completely irresponsible in both and ethical level. I'll never buy it again. By Anonymous on August 12, 2013 I ordered 2 items on July 26th and paid for the next day's delivery. It was a Friday, so according to the website, I would receive my delivery on Monday. I received an email on October 27 saying it had been delivered, but nothing had appeared! Then I received another email on Sunday 28 saying it had been sent.... after it had been delivered. Thinking that the first email was a mistake, I left until Monday, thinking it would be delivered then... but nothing appeared! After several emails back and forth, they claim that my order was successfully delivered on the 27th, and was left in a safe place. I had no card at the door saying where it was left, checked all possible safe places around the house and checked with my neighbors, but there was no sign of any delivery. After further emails, they eventually said they would investigate this with the courier company and interview the driver to find out where he was left, but that it would take up to 3 days. More than a week later, I sent an email again to pursue them, so they would reply that they had investigated the case and that the result was that my items had been left in a safe place.... exactly what they had told me from the beginning!... that I know is not true anyway!! They took me to the post office, giving me their number and saying I'd have to take the matter with them! I called the number of Yodel, the messenger, to let them inform me that the wrong person had not contacted him, and that no investigation had taken place! Wrong took my money, but they didn't deliver the goods, and they lied about trying to solve the problem. The fact that they only deal with customer inquiries by email is absurd! Don't ask for anything from this company... not worth the time or effort trying to recover your money after they steal and mind you!!! By Anonymous on August 9th, 2013 Mind Boggled By Terrible Customer Service I have not yet received my package. It has been 14 business days and more than 2.5 weeks since the package was shipped. I'm extremely unhappy. If they are trying to enter the US market, it may be a good idea to research how they can provide shipping with tracking so that their customers can expect to receive their packages within a reasonable time. Also, the fact that they don't even have a phone number for their American and international customers to call is incomprehensible and frustrating. When I sent an email to customer service it took 24 hours for them to respond and when they did they did nothing but tell me they can't do anything and that I should wait another 3-5 business days and then contact them again. They have no idea where my merchandise is and they won't admit or do anything about I also contacted them on twitter and received no response. I work for an ecommerce-based business and I disgust that they still exist at this time. I'm never going to shop here again. E E plan to spread the word to all my friends in the USA to never shop there again. Including my friend who works for US Weekly who presented one of his dresses recently. By Denise on August 7, 2013 I bought an item (luckily only worth \$40.00) but never received it and Misssguided wants nothing to do with the problem. The tracking number provided does not connect to Skynet your messengers. They won't provide me with any information all I keep getting areautomated answers to my questions**BEWARE IF YOU ORDER FROM AUSTRALIA** 100% chance if the item is lost you lost your BEWARE BUYER money!!!!!!!!! By Yana on August 5, 2013 Customer service was shockingly terrible!!!! I would never buy anything from that site again!!!!!! The worst customer service. Always buying items online and never had to do this before! When they finally approved the order and confirmed they were going to send it, they turned around and canceled it by sending it an email that was cancelled at my request! The explanations didn't follow even when I asked. I couldn't believe how wrong it fits your actions!!! By Anonymous on August 1, 2013 I ordered from Misssguided several times now and on all paid occasions for next day delivery. Not once did my order arrive and I received the next day and every time I had to complain! There's never a person dealing with the complaint, so just kept getting different answers and different responses. They basically tried to blame the messenger, with whom I spoke and was much more helpful than the few emails received from Misssguided. In the end they sent my order again and I received it the next day, along with the original a few days later! I liked the clothes and styles of the site, so each time I hope the service will be fine this time, but it never is. Once again they made a mistake and now I'm stuck with no clothes on for a party. missus are shocking and have no idea! Don't worry about them. By Anonymous on July 27, 2013 I took more than 2 weeks to arrive. When I opened it, the pants seemed to have been made in six minutes. Terrible service. And watch out. The clothes is not like it appears in the pictures! Cheap looking crap really by Valerie. on July 15, 2013 I bought this site for the first time and even if my order arrived on time, I was disappointed to find that the item I bought sent me in a completely different color from the one shown on the site. So I contacted customer service and, after sending me emails and photos of the defective item, they just told me they couldn't provide a free return service to international countries (which I already knew!). So I had to arrange a refund and it cost me €25 just to send the incorrect item back. If I don't have my refund of this item, not only will I have spent money for something I didn't want, but it will have cost me more send it back. I will never buy anything from this site ever again, they have terrible customer service and apparently you can't be sure that the products are exactly the ones that appear in the picture. Not to mention that the product I bought had a label from a different brand, not misssguided. Unbelievable. By Anonymous on July 13th, 2013 The 3 stars is just because my item arrived within 10 days as stated on the site and fits perfectly. That said, my tracking number didn't work all the time I was waiting for my order so I had no idea when or if I would receive it which I think is very obscure. When I emailed them about it (they conveniently didn't have a phone number) they didn't come out of any help, offered no explanation for why the tracking number didn't work, and had no idea where my package was. They really said and I quote 'Your order can be postponed... it should arrive at your address soon. What is it? Where's my package? What is the explanation for the reason for the delay?' (It wasn't btw). So basically, they just say anything, customer service is non-existent and also their policies are very vague. Each frequently asked question answer on your website advises you to send an email. If I had read the numerous bad reviews on this site before asking, I probably wouldn't have made a request. I'm very happy with the item I received, but it just seems lucky that I received it. I won't ask them again unless they update their customer service and policies, because I can't risk spending money and expect everything to go well with my order and I get what I paid. By Mandy on June 21, 2013 I bought 3 items on this site weeks ago. My tracking number never worked like with other people and my package never showed up. I have saved for this site, so it was a big disappointment. Luckily I paid with paypal and have a literate boyfriend on the computer! I made a complaint PayPal and, once again, no misssguided response I climbed to a claim. After a week now I gave was refunded in full without excuses, reason or explanation as to why my items were never shipped!!!!!! A member of my family works in government and I told them about this site, they are violating laws by TV advertising when they are clearly a fraudulent company. If you are already tempted to go on this site, PLEASE pay on paypal if your item never appears! :) By cut on June 18, 2013 I am a big fan of online shopping, always buy my clothes online and have never had problems with the return service. I usually shop online at companies like ASOS, Dorothy Perkins, Zara, Boohoo... - their return service is excellent I sent them the items I don't want and I get my money back after two weeks. Unfortunately, the with Ms. Guided has been completely different. I sent them a package via Royal Mail and, after 3 weeks, I did not receive an email confirmation my return. I feel like I'm going to lose my money and this experience is being completely horrible. I'm very disappointed in Ms. Guided and I will never use this site again! By Tatiana on June 10th, 2013 I bought the wrong size. The same day I received the items, I sent them both back to a smaller size. No response has been answered for over a week. They are the worst when it comes to online stores and their customer service is very bad. You'd better buy it from somewhere else. Do not try for the prices, the quality is very bad. Primark has better quality clothes! 0/5 stars. By Anonymous on May 19, 2013 bought a lot of clothes from Misssguided.com after I saw it advertised on the internet. I loved the clothes I thought were extremely valued and student friendly because I often wore student promotions. However, I bought a dress for a charity fashion show and after a wear and wash following the instructions, the dye had run and left faded marks on the front of the dress. I was devastated that I couldn't wear the dress again, because the marks were noticeable. I tried to use stain remover and the dye didn't move. After contacting the customer service team I was advised to send the photos of the dress. I had explained that it had been worn once and that's why I was complaining as I thought a dress shouldn't be ruined after a wear and a wash. The customer service team advised me to send the dress back informing me if I would require a refund or an exchange. I followed the instructions and was annoyed when I received the dress back in the post with a handwritten note 'DIRTY, BACK TO CUSTOMER'. I complained again stating that when I had contacted earlier I was told that I could have a refund or an exchange, so I was told that as I had worn the dress the refund or exchange was rejected. I am very angry that I have been in this matter for over two and a half months and still not be further ahead. They told me I could get a refund or an exchange and then said I couldn't. I won't misssguided.com use it again because of the inconvenience and mixed messages I've received. By Teresa McGowan on May 18, 2013 I ordered some clothes for my teenage daughter for a family function and after reading reviews about Misssguided, I was in two murrns minds to order the items. But I took my chances and ordered it on a Thursday night and the items were delivered on Friday afternoon. She took a dress and a belt and returned the other items. And in a week I was reimbursed PayPal. I thought everything from start to finish was excellent. The misssguida has kept me informed since I ordered the refund. I'll definitely ask again for Misssguided. By Angry on May 14, 2013 I only asked a few times that were fine, but I ordered a hat 2 months ago and still Came. I've been communicating with them loads for the last 1 and a half months and they told me that they are re-sending the hat around 3 times and I received anything!!! Not even an e-mail saying you're on your way. It's getting pretty boring right now, so I'm going to ask for a refund - let's see how that goes. I wouldn't advise anyone to ask for them - VERY UNRELIABLE SERVICE!!! By Chelsea on 9 May 2013 Return dress I wore for 2 hours. Little gold balls came out. The dress was returned to me saying I should have sewn spare balls. Disgusting way to treat a customer. They didn't even send me the replacement balls back and I'm sure there were only about 2. I want a refund for defective goods and I quote this from their website Unfortunately, all items that are found with makeup stains on the piece cannot be exchanged or refunded unless they are defective. DEFECTIVE NO ball has been returned to me and I am in contact with trading standards. At this time by Jessie on May 5, 2013 I regularly paid for misssguided.com and have never had a problem with them, the clothes always fit and meet my expectations, and are always delivered in the given time. I love the missus! By Anonymous on April 25th, 2013 feel like 1 star is being generous! I placed an order two days ago for 3 Onesies and a pair of leggings, however, upon completing the order an error occurred. I signed back on my misssguided account to find no evidence that an order had been made or that an order already existed. Just enough I thought then I went back through the site to re-add the items to my basket and try again. To my horror when I checked my bank balance the money for the now 'non-existent' order was 'Pending' to leave my account. This morning, the misssguided took the money completely. More than £50 and no trace of an order. I'm livid. WHERE'S MY MONEY?!!?! Also not having phone number for customers makes it impossible to contact. Terrifying, DO NOT USE THIS SITE By Alessandra Watson on April 24, 2013 I ordered 2 dresses from this site on April 12. Right after I put in my order I was told that the site made a mistake and one of my dresses was not available. I asked if they could send me the same dress of another color, and they said they couldn't. A refund would be issued and I could then reorder the dress (for an additional \$10 on shipping). After 1-2 days the site exhibited that my package had been dispatched and was on its way to me. After two weeks of waiting with no update available regarding the location of my package available via SkyNet I contacted the website for information. Their answer? They can't find my information, please send it. I do this (via FW an email they sent me with this information.... So since they didn't have it, I'll never know). Their return e-mail? Sorry for the inconvenience and was dispatched (yes, no shit) and will get to your Local.... Basically... Day. Excuse me, I'm sorry. I'm a paying customer. You have my money, but I don't have a dress. I ordered this damn thing 3 weeks before the event I needed and got no dress, no refund and no mention of The e-mail said that if my dress came too late, I could just return it. But was there any mention of a free return etiquette in the mail? No. So they expect me to order two dresses, only get one, get paid well after the 10-day period i was supposed to arrive, and then return it with my money after the \$10 I originally spent didn't give me in time? What the other party? My harsh, abrasive language aside, this dress was for my master's graduation party, and I needed it right away. I shop online all the time. This was the worst experience I've ever had. When mistakes are made, the company compensates you. Through a coupon or free shipping on your return or SOMETHING LIKE THIS. These people? I give you pain, And then you find out all the criticism. By Anonymous on April 12, 2013 I bought several misssguided items. Unfortunately the wre items very small, I immediately sent my items back, were 2 weeks and still no refund. I've e-mailed you several times, just to find out about my refund. I should have read the bad reviews before buying this scam from a website! I hope more people read the bad reviews and don't ask for this terrible company, taking money from customers! Disgusting!! By Anonymous on April 9, 2013 My first time buying from Misssguided, I ordered a coat and because the price I was enabled delivery the next day for free. After not receiving my item for two days, I sent an email. After waiting a week for a reply they said they had refunded my item. I didn't ask for or want a refund, I just wanted the coat! They were too quick to get my money, but not quick to return it. They falsely claimed that the coat was in stock but it looks like it's not anymore, so why did they take my money if it wasn't in stock, I'm angry that they didn't even let me know how now I ended up without a coat! I wouldn't suggest that anyone buy from them like they've heard nothing but bad reviews since you researched them. Bad service. By Not Happy Customer on April 5, 2013 As many of us are not happy with the service, im a new customer to cheat, I saw ad on tv and thought of some clothes for my holiday.... Big mistake!!! The next day delivering them on March 27 th and i haven't received anything yet and today is April 5th I've been sending an email unanswered, I paid £45 for nothing.... Next time I buy something from any site I look at the review first! I wish we could do something about it because it's ripping people's money!!!! And 0!!!! By Anonymous rating on March 26, 2013 I ordered from this company several times and honestly do not know why I keep bothering. They allow you to add items to your basket and make the payment before reporting that the items are actually sold out and issue a refund that can take up to four days to return to you. The most recent problems I had were with the company they chose to deliver. I ordered a package for next day delivery for a special occasion. The parcel does not the day I was supposed to, I texted me to ask why and they assured me I'd go out for delivery the next day, which was cutting a little well, but I let it go. It also didn't arrive on this day, I sent a message again and they told me it would be out for delivery the next day, which was already too late for the occasion I had originally ordered the item for. After looking at the tracking location of my order I suspected that the delivery company had lost my package, I sent a misssguided message again and they confirmed that my order had been lost! What had been for almost 3 days! After researching the delivery company I discovered that they had a very low rating and numerous complaints about lost parcels. I don't understand why grumpy people would choose to deliver their goods to an unreliable company. I am now in the process of getting a refund. So now I have no money and no product to show for it. Until the misssguida choose slated to deliver their products with a more reliable company I suggest that everyone stay well apart! By Anonymous on March 19, 2013 I ordered a skirt and a onesie here and couldn't believe how horrible they were both. I've never seen such a bad quality in any clothing store, I wish I had read the reviews before asking to have spared me the effort of having to return the items. By Anonymous on March 14, 2013 I ordered yesterday morning and paid an extra 14€ for the next day's transport. By 7pm I hadn't received a shipping confirmation email yet so I Googled the Misssguided submission and found these bad reviews, and started to panic, thinking I'd never get my items! Fortunately, around 11:00 p.m., I finally received an email saying that my order had been sent. My things came in this morning. The clothes are very beautiful, but the two knitted items I ordered smell bad and have some loose yarn. I can understand why some people are disappointed with the quality, but it's comparable to that of forever21 clothes, so it's not a big problem. Overall, I would recommend misssguided to anyone who wants affordable but stylish clothes. I just thought I should mention that I live in France so my items were shipped with Fedex - maybe it's the UK courier that's causing problems? By Anonymous on March 13, 2013 I had bought the Rutha Embellished Bodycon Dress size 12 outfit and it was €29.99 on May 21, 2012, had been delivered on the right date so I thanked however as soon as I had experienced on the dress the zipper had broken! Obviously, ill-guided does not care about the material they buy to make their clothes other wise situations like this would not occur. I've sent over 100 MESSAGES through their website and my email and haven't had a response from them yet, so I thought I'd the world know how disgusted I am in their DISGUSTING CUSTOMER SERVICE and that no one should trust this site when it comes to a defective item because they will not deal with a matter like mine.... CLEARLY, on the other hand I had bought a top and they were able to send me message my delivery delivery but I don't understand why they weren't able to reply to my messages?!!?! You should be ashamed of your disgusting customer service and please don't send me an apology that would be patronizing!!!!!! All I wanted was good customer service and I got the opposite through. Respects A.B By Anonymous on March 7, 2013 I recently tried to buy two items that together cost around £40, which may not be much for most people, but I'm a student and it's definitely for me! Anyway, when I tried to pay for it through his sage pay which said it was completely safe, my order wasn't successful as he said I was putting the wrong details in after trying it again, he even said the same message. I decided to leave it because I had doubts about the security of the site, because I was 100% sure that I put the right details. A few days later I got a call from my bank to say that my card had been cancelled because on the date I tried to buy from misssguided, they tried to change my pin code! In addition to everything I was charged for the clothes - TWICE! And you won't get a refund. Absolutely livid. Anonymous on February 20, 2013 I must say that this company is by far the worst I have ever dealt with!!!! Delivery was supposed to arrive today, so it was until 8:00 waiting and tracking the package. I tracked it again at 2:00 p.m. and claims that the delivery was unsuccessful and that a card was left. Hardly the case when I've been looking out the window all day for the messenger and no card was there. Misssguided should be the only company not to have a number of complaints, sent 2 emails that were obviously not answered. He called DX services (his courier) and they said that the order was delivered unsuccessfully at 1:45 p.m. and no card was left (because his tracking service says there was one left, but that the delivery man spent a good 15 minutes photographing my house and the front door!!!!!!!!!!!! I mean, since I wouldn't notice a stranger taking pictures of my house The messenger said that the misunderstanding now has these photos and that they would send them to me, which will never happen because it doesn't exist. I hate this company so much!!!!!!!!!!!! By Dolly on January 30, 2013 Never buying from this site ordered a dress came the next day very fast delivery, which is where the good part of this site ends the dress does not fit so filled out exchange form just to get email to say refund had been given £15 including post only got £10 back cost me another 3 pounds to post back also wanted to exchange no mention of that no contact number for all of them done via email have not yet heard from them. Again as most other customers had to leave 1 star not by choice by Orla Walsh on January 24, 2013 I made a with Misssguided 3 working days ago. I chose to pay for the next day's delivery instead of going with the free standard delivery as it is a dress to wear at an event tomorrow night. They don't have one of the items I ordered which is good and I have no problem with how however, the other items have not yet been dispatched and the only consolation they offered me was 10% off my next order, which is not useful as I doubt i will ever use Misssguided services ever again. A refund for next day delivery would be much more appropriate, especially since an item will not arrive and if items are not shipped at most today, I will ask for a full refund. In addition, the lack of contact details is useless and highly useless. The Orla. By Anonymous on January 24, 2013 I ordered 2 dresses and one was the wrong item so I picked up a Freepost label from them to exchange got the exchange and both were defective! They asked for a refund they said everything was fine now someone said they are sending an exchange I said no because I asked for a refund and now I don't have an answer. Furious! Customer service is horrible!!!! I wouldn't rate any stars, but can't post unless we put 1 By Anonymous on January 18, 2013 Never ask for Misssguided! I ordered £160 worth of Christmas presents and my work. I left specific instructions to go out with a neighbor, because I knew I wouldn't be, I was away for several days. When I got home, I had put a card saying 'left at the back door' My area is not the best and anyone can easily walk in my back garden. No gates etc... and access back and forth. So why would anyone leave my items in sight for the property behind. Anyway, I contacted Misssguided and as it was a few days to Christmas I had to go out and replace the items myself, so I had them in time. It took over a month to sort this out with them. And i was emailed yesterday saying that the items were left in a suitable place!!!! I told them I wanted them to go out with a neighbor! I'm £160 down! Although I ask to speak to a manger, to have a number, or for a manager to contact me nothing happened. Don't ask of them! By Anonymous on December 28, 2012 I bought goods on December 23rd, I was sent an email shortly afterwards to say that the item was sold out and that I would be refunded in 5-7 business days. Then they sent me an email to say that there was a technical problem with my refund. So I was reimbursed by Kelsey to let you know that the money hadn't come out of my account, that's fake as I had. She then advised me to send them in a copy of my bank statement, my bank advised me not to do so, but gave me a authorization code to prove to the company that the funds left my account. I've advised customer service on this and look forward to answering. If the funds are not credited to my account today, I will advise the trading standards of the matter. I searched the

homes of the companies to find there the number of customer service and for such a large company I find difficult that they don't even have a contact number. If I could they wouldn't have any stars, they need to be shut down. PLEASE DON'T BUY FROM THIS COMPANY THAT THEY ARE A DISGRACE. By Anonymous on December 21, 2012 im not a very happy happy young woman All. next day delivery what a load of garbage !!! I've been waiting for years and when I call the delivery service I've been on hold for hours. I would rate the site NO STARS. (this made me put stars) is careful with the customer's garbage and when you want to complain there is only a sill fill a box sheet. By an unhappy customer on December 10, 2012, where I start with this company so first of all uk the next day delivery yes sure it didn't happen, I oreded my clothes on the 4th of December they finally arrived on the 10th and even when I asked about tracking the items they never even bothered to email me back explaining where they were. When the clothes finally arrived they were the worst quality clothes I've ever seen the seam was terrible with a dress having a hole where the seam was missing! the sizes of the clothes were completely off I bought two size 14 dresses and they were like a size 10, one of the dresses was a maxi dress and the bottom of the dress finished in the shins!. Trading patterns are completely useless and trading standards will be notified. And to the secret buyer at the bottom of the reviews you look like one. By Very Angry on December 8, 2012 I ordered a party dress and shoes to be delivered the next day. I enter my work address as delivery address, but one of the fields automatically inserts a county that was incorrect, meaning it was to be delivered in London and the address read london, Hertfordshire. They sent me an email saying something was wrong with the order and for me to send a copy of my passport or driver's license!!!! I couldn't believe they were asking for such a thing instead of calling me to check the address. I sent them an email saying I wouldn't send such details because of the risk of identity fraud and of course I didn't hear anything back. No customer service phone number just one email for correspondence that is apparently manned until 9pm - ha ha ha! The next day I received an email saying that my goods had been dispatched and a tracking number was provided. When I clicked on the tracking number, he entered the post office website and said that number does not exist long! Then another email came in minute saying that the goods I had ordered that listed as hotpants and (incorrect) shoes were not in stock!! What's going on with this company. The trading patterns will be heard by me!!!! By Anonymous on December 5, 2012 ordered noon on Tuesday for next day delivery and 24 hours later I still have no confirmation of my order. Absolutely ridiculous I've never experienced such a bad service! I sent 3 emails now and 24 hours later they reply to one of them telling me they will contact me within 4 days! By Anonymous at November 2012 I ordered a dress from this company but it was small, so I ordered the next size up as I was worried that they would run out of stock so I paid again and sent the smaller dress back to them for a refund on 11/02/2012. Then a one days after jeans I ordered were delivered they weren't even the jeans i ordered totally different style and few sizes smaller so i sent back on 11/09/2012 requesting the jeans i ordered to be shipped im getting min able reply from them what's really worrying me now reading all these reviews and i also called the re number reception and the lady did not even care all I want is my refund for the dress and I want my jeans I asked to be sent your ridiculous even a customer service team suggested that I make the order of my jeans again and they reimburse me for them I would not spend more money already owe me a refund and the jeans I asked for madness. What a pity because I had a great Christmas list to buy from them as I really like the clothes on their website and now I definitely delayed by Nic on October 5, 2012 I bought four items on Missguided as online the clothes are reasonably fashionable and well priced however the quality of the outfit is the worst I've ever bought... even one of the cardigans I bought had a hole... I bought the blazer thinking it's one however it looks even lighter than a cardigan... I wouldn't buy from missguided again! don't get up to the error I expected to help Anonymous on September 5, 2012 Dealing with customer service via email and it takes 48 hours to respond!!! not have a customer help line that you can connect and solve the problem as soon as possible... This company is ridiculous!!! By Anonymous on August 31, 2012 To describe this company in a word would be terrible. I placed an order on Wednesday for delivery the next day that was classified as free. Due to the next day delivery I expected my item to arrive on Thursday. After waiting all day on Thursday for my delivery, nothing came up. I checked my emails and said my delivery had been delayed and would arrive to me on Thursday between 8pm and 6pm. So I checked my e-mails again at 10:30 and another e-mail came in saying it would arrive today, but later than 6:00. I thought it was okay, but as it turned out later and later, no delivery arrived. I sent an email with my attention asking where my delivery was and if they could specify a time that would arrive and they sent the same email back saying they would arrive on Thursday after 6pm. On Friday without delivery at sight I called the guided mail service because I arrived at an automated service that gave me no help and said I would have to reschedule my delievery for Monday or a later date. I wasn't happy about it at all and decided to try to play poorly guided to get some more details. On their website they do not provide a contact number, just an email so I did some research to try to find the number of their offices. I found this and called them. The lady in the of the phone in miss's guide offices was rude, and no help at all. She said it would be Monday that I would receive my request. It's now Saturday and I haven't heard of missus so I to receive my order delivered on Monday. No for nothing that the next day everything is free ends up being standard delievery as it will have taken 4 days to receive my order not the next day. I think misdirection has lousy customer service and needs to sort out their delivery options before they run out of customers. I won't ask from there again. All others, please be careful when ordering on this site. It's TRASH. By Lauren on August 15, 2012 I'm going to a big festival on Friday that I thought I would buy some Missguided clothes because of the cheap prices. Because I ordered on Monday I paid extra for the next day delievery and it didn't come until 2 days late and then when I finally got my item, it was broken. The zipper is in moveable and I can not put the item. I e-mailed them and they didn't answer. So I tried calling them (0167079802) which is there called 'help line' and a very scathing woman told me it would take 4 days for an answer. I asked if I could talk to someone there to explain my urgent situation and she said there was no one to talk to. This is not my only bad experience with this company. A few months ago I ordered something and when I got to the site conformation through me, so when I tried again it charged me double. I was wrong to think it was a unique thing. Everyone I talked to about the site said there's always something wrong. NEVER BUY ON THIS SITE! By Kirsty on August 7, 2012 I WOULD HAVE VOTED 0 STARS UP!!!! This company will always try to get out of refunds. After 25 emails I finally found a number to contact '0161 707 9802' which was not very helpful, but I demanded to speak to the customer service team who said personally that it would handle my refund. They then said I was out of 14-day refund time - which was fair enough. But... Two months later I hadn't received my items back! They didn't know where they were either. After more emails and complaining they finally agreed to give me a full refund on both orders which totalled £90. They sent a refund for the cheapest orders and are now ignoring my emails!!! Waste of company space... DO NOT USE!!!!!! By Anonymous on July 17th, 2012 ALL I CAN SAY IS DONT USE THIS COMPANY! If I could, I wouldn't put any stars in this classification. Paid for the next day's delivery took a week. Once the item received it was terrible returned immediately, 2 months later I am still sending emails every day to try to get a refund. No phone contact and every time you send an email to them you get a reply to say that they will respond within 4 to 9 days! I tried to dispute with paypal, but as I had received an email saying about his way I stupidly didn't complete the dispute within the batched schedule. Now out of time and paypal also do not want to know. I'll never use it again! By Anonymous on May 2, 2012 I am very disappointed in this company, I paid £72.00 I did not receive an email, it should have been delivery the next day, still still Three weeks later. I put a dispute on paypal. I'm never going to buy from this company again. Also, there is no phone number to phone, and they do not answer your emails. By Anonymous on May 20, 2011 The clothes look more beautiful in the photos than in real. I found out when I ordered it and they came across it were cheap brands that you can find cheaper where. I found out i dressed they were selling there for 34.99 plus where for £24.99 and they had free p&p instead of the £3 plus that misplaced charge. The high posting makes it not worth it and they also charge £3.10 to return. Boot! quality. By Secret shopper on April 23rd, 2011 I love the missguided outfits. Whatever you're looking for, they have. They don't just have a theme, let's say if you wanted a party dress and you were a saifistic dresser they have these types of dresses, let's say if you were more out there they have to. Fabulous clothes for fabulous prices. p.s the lipgloss from there is amazing;) amazing;)

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