

OFFICIAL SPORTS.co.uk
2 BLENHEIM COURT
WICKFORD
SS11 8YT



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RETURNS NOTIFICATION

Name: _____
Address: _____

Postcode: _____
Daytime Tel.: _____
Email: _____

We will email to notify receipt of returned item[s] and refund or re-despatch

RETURNS REASON CODES:

A Faulty - (Please Provide Details Below)
B Damaged in Transit
C Incorrect Item Sent
D Size is - Too Big or Too Small
E Other - (Please Provide Details Below)

Details: _____

Returned Product Description	Qty	Return Code	Select Preferred Course of Action
	<input type="checkbox"/>	<input type="checkbox"/>	Replace - Refund - Exchange for Size?
	<input type="checkbox"/>	<input type="checkbox"/>	Replace - Refund - Exchange for Size?
	<input type="checkbox"/>	<input type="checkbox"/>	Replace - Refund - Exchange for Size?
	<input type="checkbox"/>	<input type="checkbox"/>	Replace - Refund - Exchange for Size?
	<input type="checkbox"/>	<input type="checkbox"/>	Replace - Refund - Exchange for Size?

Please complete the top half of the form as appropriate and enclose in the returned package.
Use the bottom portion below to attached to the outside of the package as the return address label.

Please Provide Your House Number & Postcode

Returns Dept.
OFFICIAL SPORTS
2 Blenheim Court
WICKFORD
Essex
SS11 8YT

Please note that you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error or the item is faulty.

If your goods were faulty or delivered incorrectly, please contact us before returning the item[s].

For your protection, we recommend that you use Royal Mail recorded delivery service or obtain proof of posting from the Post Office.



Returns Policy & Procedures

Returns Policy

Our promise to you is unequivocal: we are committed to earning your complete satisfaction.

If you are not happy with your unworn purchase for any reason, you may return it to us within 14 days of receipt. Once we receive your returned item[s] please allow up to 14 working days to process the exchange or refund. This does not effect your statutory rights.

Products returned for refund and exchange must be returned unused and in resaleable condition.

Do you accept returns and exchanges on embroidered items?

YES, We DO accept returns on embroidered items. As far as we know, we are the only manufacturer or supplier who is willing to go this far to earn your esteem.

However, items embroidered with two individual badges are non-returnable due to the unique nature of the product.

Please note: Embroidered items returned for size exchange will be subject to our standard 'up to 14 working days' embroidery completion cycle.

Clearance Items

On occasion Official Sports.co.uk will offer clearance items or other promotional features that may NOT be returned.

Such clearance items will be clearly marked as non-returnable and do not have the normal returns policy attached. Your statutory rights are not affected by this policy.

Clearance/Seconds items that do not fit can be exchanged for a different size, provided the replacement sized product is available in the same specification of product. If no suitable size is available, then the item cannot be exchanged. A refund will be given.

Goods that have been worn cannot be replaced or refunded unless faulty.

Return Instructions

How do I make a return or exchange?

- Please complete the returns slip above, clearly stating returns quantity, reason code and importantly the action required.
- Enclose the top portion of the returns slip inside the parcel and pack it securely.
- Attach the bottom portion with the returns address label to the front of the parcel.
- Take the parcel to the Post Office and request Standard Parcel Delivery Service, ensuring you take out the extra compensation option if the goods exceed the value of £32.00. This will ensure you are compensated in full should the parcel go missing. Please ensure you receive a 'Proof of Postage' from the Post Office to cover your delivery for loss up to £32.00.
- Important - Please state if your order was placed under another person's name or address.

Returning Faulty or Incorrect Items Despatched

To make a return or exchange on faulty items or products incorrectly despatched, please contact us prior to returning the goods.

We operate a different policy for this type of return.

- Please call our us on **01268-578 548** or our freephone number **0800 0 96 99 96** or email us at **returns@officialsports.co.uk**
- Official Sports.co.uk cannot be held responsible for returns parcels lost in transit. It is the senders responsibility to ensure parcels are adequately insured.

All returns must be sent to:

Returns Dept.
OFFICIAL SPORTS
2 Blenheim Court
WICKFORD
SS11 8YT
United Kingdom

Please allow up to 14 days for returns to be processed.

Please note: Embroidered items returned for size exchange will be subject to our standard 'up to 14 working days' embroidery completion cycle.