

RETURNS FORM

RUGBYSTORE
everything rugby

Returns Policy

If you are not completely satisfied with any of your purchases from rugbystore.co.uk you may return them to us within 21 days of receipt for a refund, replacement or exchange. This does not affect your statutory rights. All items must be returned 'as sold': unworn, in their original packaging & with swing tickets & tags attached.

How do I return a parcel?

1. Please complete this Returns Form, clearly stating the item returned, quantity reason for return and action required.
2. Enclose this RETURNS FORM in the parcel and package it securely. Address the return parcel to:

rugbystore.co.uk
Returns Department
Unit 8 Cavalry Park
Peebles, EH45 9BU
United Kingdom

3. Take the parcel to your post office – make sure you request a service that includes enough compensation should the parcel go missing. Please remember, it is your responsibility to ensure the parcel arrives back safely at rugbystore.co.uk. Please note, return postage & packing is only refundable if goods are either faulty or sent to you in error.

How do I get a refund?

You can request a refund for any of your items by filling in the REASON and ACTION CODE sections of this form. Your refund will be processed in the same method as your original payment was made. Carriage is only refundable on items that are either faulty or sent to you in error.

How do I exchange an item for something else?

You can request an exchange for another item by filling in the ACTION CODE section on this form. Please write the replacement item in the space provided remembering to include size and colour where applicable. Please ensure you enter a daytime contact number in case the Customer Service Team need to contact you.

Return postage is not refundable unless the item is faulty (see below).
Exchange items sent to UK & NI: there is no additional charge.
Exchange items sent to EU and the Rest of the World: £5 additional charge.

What happens if one of my items is faulty?

Goods which are faulty over and above normal wear and tear should be returned with this form completed as above. You can request either a refund or exchange for faulty goods. Postage charges for faulty goods will be refunded in accordance with your original method of payment.

Are you returning a faulty item from within the UK?

Please contact our Customer Service Team for advice on accessing a Prepaid Returns label.

Telephone: FREEPHONE 0800 298 4352 / 01721 726920
Email: sales@rugbystore.co.uk

Are you returning a faulty item from outside the UK?

Please follow the instructions on the left regarding returning a parcel to rugbystore.co.uk.

If you are returning faulty goods (especially boots) please make sure they are reasonably clean before sending them back - we will not accept them back if they are filthy.

Terms & Conditions

- a. Goods that have been worn cannot be replaced or refunded unless they are faulty
- b. rugbystore.co.uk cannot be held responsible for returned parcels lost in transit. It is the responsibility of the sender to ensure parcels are adequately insured
- c. Stock cannot be reserved as replacement/exchange items
- d. Please quote your order number on the Returns Form and state if the order was placed under another name
- e. rugbystore.co.uk does not offer a free returns service

CUSTOMER DETAILS

Order number: _____	Card Holder Address: _____
Order date: _____	_____
Card Holder Name: _____	_____
Daytime Telephone: _____	_____
Mobile telephone: _____	_____
Email Address: _____	Post Code: _____

Item(s) Returned	Quantity	Reason Code	Action Code	Reason Code		Action Code	
				Too Small	1	Refund	A
				Too Big	2	Exchange	B
				Wrong Item Received	3		
				Faulty	4		
				Don't like the item	5		

If the item is faulty, please describe the fault here:

If you require an exchange, please enter the details of the item you require here, including size & colour where applicable: