

# RETURNS PROCEDURE



## Returns Policy

If you are not completely satisfied with any of your purchases from Ruggbystore 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 original packaging, with swing tickets attached.

## Personalised items

We cannot offer returns or exchanges for personalised items that have been customised just for you.

## How do I return a parcel?

1. Please complete this Returns Form, 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:

Ruggbystore Ltd  
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 Ruggbystore. Please note, return postage & packing is only refundable if goods are either faulty or sent to you in error.

## Return of Promotional Items

A promotional item is any item that is supplied free, or at a reduced price, based on the purchase of another product. When returning a product(s) that qualified for a promotional item, you must send back the promotional item with your return. The value of any promotional item(s) not returned will be deducted from your return/exchange where applicable. This also applies if the promotional item is a Gift Voucher that has already been used. If a promotional Gift voucher has not been used, it will be cancelled.

## How do I get a refund?

Request a refund for any of your items by filling in the reason and action code of this form. Your refund will be processed by the same method that your original payment was made. Carriage is only refundable on items that are faulty or sent to you in error.

## How do I exchange an item for something else?

Request an exchange for another item by filling in the action code section on this form. Write the replacement item in the space provided, remembering to include size and colour where applicable. Please include a daytime telephone number in case we 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 that are faulty over and above normal wear and tear should be returned with this form. 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.

When 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 dirty.

## 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: 01721 726920 or Freephone 0800 298 4352

Email: sales@ruggbystore.co.uk

## Are you returning a faulty item from outside the UK?

Please follow the instructions on the left regarding returning a parcel to Ruggbystore Ltd.

## Terms & Conditions

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

b. ruggbystore.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. ruggbystore.co.uk does not offer a free returns service.

# CUSTOMER DETAILS

Order number: \_\_\_\_\_

Order date: \_\_\_\_\_

Card Holder Name: \_\_\_\_\_

Daytime Telephone: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Card Holder Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Item(s) Returned	Quantity	Reason Code	Action Code

Reason Code		Action Required	
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: