

## **Returns (Online)**

### **Returns Policy**

We accept returns on none embellished items, no quibble and always make this process as easy and hassle free as possible.

If you are not completely satisfied with your purchase, simply return the item(s) to us within 14 days of receipt.

Please complete the Returns Form enclosed with your order and from there you can arrange for the item(s) to be sent back to us through any postal service of your choice.

Items should wherever possible be returned in their original packaging with any enclosed documentation with a completed Returns Form.

It is very important that when you return an item that we know the order number to which it relates, your details and whether you want a refund or an exchange. Without these details we won't be able to take the action you require.

If you are returning a non-faulty item outside the Distance Selling Regulations, then the cost of returning the item to us is your liability.

The item is your responsibility until it reaches us so for your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

We cannot refund return items lost in the post.

We ask you to take reasonable care of the goods you purchase while they are in your possession. This means that: you may inspect and try on the goods as you would try them on in our store but tags should not be removed from any item and the original packaging should be retained. Goods should not be soiled, torn or damaged

Please send your returned goods to:

SurrIDGE Sport, Britannia Centre, Bentley Wood Way, Network 65 Business Park, Burnley, Lancashire, UK. BB11 5ST.

Please allow 10 working days from receipt of a return for us to process a refund. Once a refund is processed you will receive a return confirmation email (the email will be sent to the same email address as your order confirmation).

After receiving the return confirmation email, please allow 5-10 working days for the refund to clear into your account. This time frame is dictated by your bank or card issuer.

Your refund will be credited to the same card with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

As soon as your return has been processed by our warehouse, we'll email you to let you know. International returns please note: If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains 'returned goods' .

### **I returned an item and it was incorrectly refunded or replaced.**

We are really sorry if we made a mistake when processing your request.

If you were expecting a replacement and got a refund instead, this may be because we were unable to exchange the item for what you wanted. In this case we would automatically issue you with a refund and email to let you know.

If you were expecting a refund and we sent you replacement goods, please get in touch with our customer service team so we can sort it out for you. In the absence of instructions from you, we will assume you want a refund for the returned goods.

### **Have you received my returned goods?**

As soon as your return has been processed by our warehouse, we'll email you to let you know.

In the unlikely event that you don't receive this email within 10 days of posting your parcel to us, please get in touch with our customer service team and we'll confirm if it was received.

If you have returned your parcel using Recorded Delivery or another service that can be tracked, please give us the reference number when you contact us.

### **I have been refunded the incorrect amount?**

We are very sorry if we have made a mistake on your refund. Please get in touch with our customer service team who will try and sort it out for you as quickly as possible.

The following may affect the amount you have been refunded:

- The delivery charge, which would only be refunded for cancelled orders made under Distance Selling Regulations or if the goods are all faulty.
- Any discounts that were applied at the time of sale, which may not now be applicable.

### **My return was processed but I was not refunded my delivery charge.**

We will usually refund you what you paid for the goods but not the delivery charge except in cases where the order was cancelled under the UK Distance Selling Regulations, or the entire order was faulty.

### **I have lost my returns form?**

Don't worry if you have lost your Returns Form. Download a copy and simply print it off, complete and include with your return.

### **Return Postage**

If you are returning a non-faulty item outside the Distance Selling Regulations, then the cost of returning the item to us is your liability. Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

### **How do I return goods to you?**

If you are not completely satisfied with your purchase, simply return the item(s) to us within 14 days of receipt. Please complete the Returns Form enclosed with your order and from there you can arrange for the item(s) to be sent back to us through any postal service of your choice. For your protection, we recommend you choose a postal service that insures you for the value of the goods you are returning.

Please note: it is very important that when you return an item that we know the order number to which it relates, your details and whether you want a refund or an exchange. Without these details we won't be able to take the action you require.

International returns please note: If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains 'returned goods' or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our items.

### **Exchange**

If you require a different size or colour of the same item, please indicate so in your Returns Form. And follow the returns process as stated below. If the new size/ colour is unavailable we will refund your card and email you to inform you of this.

Please complete the Returns Form enclosed with your order and from there you can arrange for the item(s) to be sent back to us through any postal service of your choice.

Items should wherever possible be returned in their original packaging with any enclosed documentation with a completed Returns Form.

It is very important that when you return an item that we know the order number to which it relates, as well as your details. please clearly state weather you want a refund or an exchange. Without these details we won't be able to take the action you require.

The cost of returning the item to us is your liability.

The item is your responsibility until it reaches us, so for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

We ask you to take reasonable care of the goods you purchase while they are in your possession. This means that: you may inspect and try on the goods as you would try them on in our store but tags should not be removed from any item and the original packaging should be retained, goods should not be soiled, torn or damaged.

Please send your returned goods to:

SurrIDGE Sport, Britannia Centre, Bentley Wood Way, Network 65 Business Park, Burnley, Lancashire, UK. BB11 5ST.

Please allow 10 working days from receipt of an exchange for us to process. Once an exchange has been processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation).

After receiving the exchange confirmation email please allow 5 days for receipt of the goods.

### **International Exchanges**

If you require a different size or colour of the same item, please indicate so in your Returns Form. And follow the returns process as stated below. If the new size/ colour is unavailable we will refund your card and email you to inform you of this.

Please complete the Returns Form enclosed with your order and from there you can arrange for the item(s) to be sent back to us through any postal service of your choice.

Items should wherever possible be returned in their original packaging with any enclosed documentation with a completed Returns Form.

It is very important that when you return an item that we know the order number to which it relates, as well as your details. Please clearly state whether you want a refund or an exchange. Without these details we won't be able to take the action you require.

The cost of returning the item to us is your liability.

The item is your responsibility until it reaches us, so for your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

We ask you to take reasonable care of the goods you purchase while they are in your possession. This means that: you may inspect and try on the goods as you would try them on in our store but tags should not be removed from any item and the original packaging should be retained, goods should not be soiled, torn or damaged.

Please send your returned goods to:

SurrIDGE Sport, Britannia Centre, Bentley Wood Way, Network 65 Business Park, Burnley, Lancashire, UK. BB11 5ST.

Please allow 7 working days from receipt of an exchange for us to process. Once an exchange has been processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation).

After receiving the exchange confirmation email please allow 7 days for receipt of the goods.