


Football America UK Return & Exchange Form


Step 1 - Complete Your Return Information


In the unlikely event that you are not happy with your item you can return it to us at your own postage cost for a refund or exchange within 28 days.

Your item must be in its original packaging, undamaged and not used with all tags still attached. All our items are checked for damage before shipping.

The item is your responsibility until it reaches us, so for your own protection, we advise you send your item with a trackable delivery service (see the 'return services' section below).

 Please tell us if you would like a Refund or Exchange by ticking the applicable box below.

 Pack your return parcel well with appropriate packaging material – you can even use the original packaging.

 Don't forget to include this form with your return parcel. It's important for our returns team.

Original Order Date:

Original Order Number:

Customer Name:

Returning Items:

QTY	PRODUCT NAME / DESCRIPTION	REFUND (TICK IF REQUIRED)	REASON CODE	REASON CODE
				1 - Damaged In Shipment
				2 - Poor Quality
				3 - Wrong Item
				4 - Arrived too late
				5 - Too Big
				6 - Too Small
				7 - Didn't like colour
				8 - Other (explain below)

PLEASE NOTE: EXCHANGED ITEMS WILL BE DELIVERED TO YOUR ORDERS ORIGINAL DELIVERY ADDRESS

PLEASE NOTE: ANY REFUND WILL BE GIVEN BY THE ORIGINAL PAYMENT METHOD

Exchange Items Wanted: (for a refund, please leave this section blank)


Notes:

QTY	PRODUCT NAME / DESCRIPTION / REF NUMBER	COLOUR	SIZE	Notes:

Step 2 - Choose a Return Delivery Service

You are free to use any delivery service you wish to send your parcel back to our warehouse. However, for your convenience we have selected some well known delivery companies which provide an online service, allowing you to pay online and print your return label. To use one of these services go to www.footballamerica.co.uk/returns and see step 2.

All of these delivery companies require you to enter the weight of your parcel. We recommend weighing your parcel to get an accurate weight. If you don't have the ability to weight your parcel, your original Football America UK invoice shows the weight of each item you have ordered. This can be used, combined with the weight of your box/packaging.

 *International customers must arrange their own return delivery.

Important Information

Products **MUST** be returned in the original condition including outer packaging.

We will not accept goods/packaging marked or damaged in transit where appropriate packaging has not been used. All goods should be returned to us in resalable condition

Please allow 7 working days from receipt of a return for us to process the refund or exchange.

Please Note: Failure to follow this process may cause delays in processing your return.

This returns policy does not affect your statutory rights.

Return / Exchanges - Terms & Conditions

All sales are final and we do not supply goods on a trial or sale or return basis.

However, you are entitled to refund or exchange your order within 28 days from delivery of the goods for a full credit or refund less any applicable delivery costs providing:

A) The goods must be unused and 'as new' in their original packaging including all manuals and accessories and the packaging must be in pristine condition.

Please note: "Unused" means unused, it doesn't mean opened, used for a few days and then reboxed.

B) Any items with broken security seals or have been unpacked from their original packaging will be deemed "used" and will not qualify for a refund or exchange.

If goods are received back with missing or used consumables or accessories, the cost of the accessories will be charged to you or we may reject the return entirely.

Goods received back in any condition other than 'as new' will be returned back to you at your cost or made available for you to collect.

Returns with a gift receipt are offered a gift card or exchange.

Faulty Returns

Should an item fail or develop a fault please contact us as soon as possible as many "faults" can be resolved quickly over the telephone.

When the goods have been received, inspected and found to be faulty we will despatch a replacement item to you as soon as possible.

We cannot accept return of goods that have been dismantled or a self-repair has been attempted.

If the item is not found to be faulty it will be returned to you at your cost.

This returns policy does not affect your legal rights.

Please note Football America UK Ltd may limit or decline some returns and exchanges.



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