

ELITE PRO SPORTS

RETURNS FORM

Enclose this form with returned products - Any Queries please email: customerservices@eliteprosports.co.uk

FULL NAME FULL ADDRESS
ORDER NO.
CONTACT NO.

EXCHANGE

Please Fill in the section below for items you require an Exchange:

| Product | Size Received | Size Required | Reason For Exchange |
|----------------------------|---------------|---------------|--|
| e.g. Gloucester Home Shirt | e.g. Medium | e.g. Large | e.g. Wrong Size, Faulty Product, Incorrect Product |
| | | | |
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ORG T/N:

EX T/N:

REFUND

Please fill in the section below for items you require a Refund:

| Product and/or Product ID | Size Received | Reason for Refund |
|----------------------------|---------------|---|
| e.g. Gloucester Away Shirt | e.g. Large | e.g. Too Small, Faulty Product, Incorrect Product |
| | | |
| | | |
| | | |
| | | |

ORG T/N:

EX T/N:

Elite Pro Sports Returns/Exchange policy and terms & conditions

1. All items must be returned with original labels attached to – Elite Pro Sports Ltd, Heavens Walk, Doncaster, DN4 5HZ. Within 28 days of purchase.
2. All Personalised Items are non-returnable, also for hygiene reasons, we are unable to accept the return of underwear. This does not affect your statutory rights.
3. We strongly recommend that customers use a recorded, trackable service to return items as Elite Pro Sports accepts no responsibility for returned items which are lost or stolen in the post.
4. If an exchange is required it will be sent back to the customer via standard delivery within 10 working days of receiving the item.
5. Refunds will be processed within 7 working days but may take up to 3-5 working days to clear back into customers account after this.
6. Please note that we will not refund exchange/return postage costs. In certain circumstances **only** where it is deemed the fault of Elite Pro Sports for the exchange/refund of an item, the cost of postage to return the original item(s) may be refunded to the customer. If you feel this is applicable to you please enclose a receipt of postage. **Without a receipt of postage, no refund of postage will be given.**

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