

CUSTOMER RETURNS FORM

If for any reason you are not satisfied with any products purchased from Lovell Rugby, Lovell Soccer or any of our partner websites, **you may return them to us within 28 days of purchase for a refund or exchange, provided that the products are returned to us in their original condition including all packaging, wrapping and swing tickets.**

Lovell Rugby / Soccer cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security and assurance. We are unable to refund or exchange personalised products.

3 EASY STEPS FOR RETURNING YOUR ITEM(S) TO US:

- Fill in the returns form below.
- Repackage the item(s) securely and enclose the completed returns form.
- Attach the returns label to your parcel (on the top right hand side of the front of this dispatch note) and return the parcel to us at the address shown. **Please note this is not a pre-paid service.**

FREE EXCHANGES

Lovell Rugby and Lovell Soccer offer a FREE exchange service (UK Orders Only). If you would like to exchange your goods for a different size or item, simply fill in the returns form below, send the goods back to us and we will re-send the replacement items back to you on our standard delivery service at no extra cost. If speed is of essence, choose our Express Delivery option at just £6.95 (UK Orders Only).

When returning an item for an exchange or refund we do not reimburse the return postage charge.

Lovell Rugby: 0800 197 2855 / sales@lovell-rugby.co.uk | Lovell Soccer: 0800 804 8521 / sales@lovelsoccer.co.uk

RETURNS FORM: Please fill in this form if you would like to return any item(s)

Please note: Refunds are automatically credited back to the original

Code	Description	Size	Reason for return	Qty	Price	Action (please tick)
						Exchange <input type="checkbox"/> Refund <input type="checkbox"/>
						Exchange <input type="checkbox"/> Refund <input type="checkbox"/>

If items are being returned due to a fault, please give full details and location of the fault in the space below:

EXCHANGES: If exchanging items, please list below the replacement items

Code	Description	Size	Qty	Price

RETURNS ENQUIRIES: If you have any queries regarding your return, please call 0800 197 2855 for Lovell Rugby or 0800 804 8521 for Lovell Soccer and then select option 2.

INTERNATIONAL RETURNS: When returning item(s) from outside the UK a refund will be issued once received and processed, to re-order alternative sizes or products please do so online.

PAYMENT ENQUIRIES: If any extra is owed for the exchange item(s) or express delivery, please enclose a cheque made payable to Lovell Rugby Ltd. Alternatively please provide a contact number below so that we may call you and take any additional payment required over the phone

Contact Phone Number (Mon- Fri Between 9am - 5:30pm): _____

Sub Total	
Please tick as required	
Standard Delivery <small>(UK Orders Only)</small>	<input type="checkbox"/> FREE
Express Delivery <small>(UK Orders Only)</small>	<input type="checkbox"/> £6.95
Total	

**Lovell Rugby/Soccer Returns Dept.
Stadium House
Aspen Way
Paignton
Devon
TQ4 7QR**

Order Number _____

Return address _____