

STEP 1

Full Name:

Tel: email:

Address:

Postcode/zip:

Hints to speed up your return

Please read the following carefully before returning your goods:

Please fill out this form fully in BLOCK CAPITALS.

Complete Step 1 and Step 2 fully as these are required to complete the return procedure. Please also fill out step 3 if you require an exchange.

Not all items are eligible for return. Please see below for a full returns breakdown.

Returned items received without this returns form will not be processed.

If you need to explain in detail why you are returning a product please write on the back of this form with your reasons.

STEP 2: which items you are returning and why are you returning them?

ITEM RETURNED	MALE FEMALE M/F	SIZE	PLEASE TICK		REASON FOR RETURN						
			REFUND	EXCHANGE	TOO LARGE	TOO SMALL	NOT SUITABLE	WRONG ITEM	WRONG SIZE	WRONG COLOUR	FAULTY*

*If FAULTY or OTHER please describe:

STEP 3: What item would you like in exchange?

EXCHANGE ITEM	COLOUR	SIZE	MALE/ FEMALE

Please note that you are liable to pay postage for any exchanges that are not due to our error.

GODFREY - RETURNS POLICY

Any item returned to us must be received within 14 days of delivery, and in the original unworn condition

Costs of shipping any goods eligible for return or exchange are to be met by the customer. We advise customers to obtain a Certificate of Posting

STOCK ITEMS: Stock Items without additional print or embroidery may be returned for; exchange, credit or refund of the full purchase price paid, upon examination by us. Refunds can only be given using the same method of payment as at the point of sale. In the case of exchanges return postage is to be met by the customer.

CUSTOM ITEMS: Garments personalised in any way, or made to a specific club design, are classified as custom made items and as such cannot be returned, except where there is a quality issue. Customers are strongly advised to contact us with any query or question regarding sizing & suitability of garments prior to ordering any Custom items

FAULTY GOODS: If you have a query regarding a fault with any item purchased, in the first instance please contact us to discuss the matter. We will usually accept return of items for free repair. The cost of shipping will be refunded to the customer upon resolution of the issue. We advise customers to obtain a Certificate of Posting

CONTACT US: Please contact us directly on 0115 986 4600, or email: sales@godfrey.co.uk if you require any further assistance regarding your order. Thank you for choosing Godfrey. Your statutory rights are not affected.

Before you send anything back to us please see our full terms and conditions (above) as we only accept returns on certain items. If you are unsure about your return please phone us first on 0115 986 4600 office hours 8.30am – 5.30pm (GMT) and we will be happy to provide any information.