

## CUSTOMER RETURNS FORM

If for any reason you are not satisfied with any products purchased from 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.

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

- Fill in the returns form below.
- Repackage the item(s) securely and enclose the returns form.
- Attach the returns label (found on page 2) to your parcel, being sure to fill in the order number and return address before sending the parcel back to us.

**Lovell Soccer cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security and assurance.**

### FREE EXCHANGES

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 £6.99 (UK Orders Only).

- **When returning an item for an exchange or refund we are unable to reimburse the return postage charge.**
- **All items must be returned in their original condition including all packaging, wrapping and swing tickets.**
- **We are unable to refund or exchange personalised items.**
- **If you receive a free item with your purchase, you must return any free items if you are requiring a refund.**

lovell soccer: 0800 804 8521 / sales@lovellsoccer.co.uk

Name: \_\_\_\_\_ Order Number: \_\_\_\_\_ Tel: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

**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 payment method.

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"/>
						Exchange <input type="checkbox"/> Refund <input type="checkbox"/>
						Exchange <input type="checkbox"/> Refund <input type="checkbox"/>
						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 with the **correct product code & description.**  
 (Please note product code is located below the product description tab on the website)

Code	Description	Size	Qty	Price

**RETURNS ENQUIRIES:** If you have any queries regarding your return, please call 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 Sports 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	
<b>Please tick as required</b>	
Standard Delivery <input type="checkbox"/> <small>(UK Orders Only)</small>	<b>FREE</b>
Express Delivery <input type="checkbox"/> <small>(UK Orders Only)</small>	<b>£6.99</b>
<b>Total</b>	

**lovell soccer  
Customer Returns  
Stadium House,  
Aspen way,  
Yalberton Industrial Estate,  
Paignton,  
Devon,  
TQ4 7QR**

Order number: \_\_\_\_\_

Return address: \_\_\_\_\_