

# CUSTOMER RETURNS FORM

Order # \_\_\_\_\_

If for any reason you are not satisfied with any products purchased from Lovell Soccer, 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 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.**

### 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 £6.95 (UK Orders Only).

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

### 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 and return the parcel to us at the address shown. **Please note this is not a pre-paid service.**

Lovell Soccer: 0800 804 8521 / sales@lovellsoccer.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 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"/>

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 (UK orders only)	<input type="checkbox"/>	<b>FREE</b>
Express delivery (UK orders only)	<input type="checkbox"/>	<b>£6.95</b>
<b>Total</b>		

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

Order Number: \_\_\_\_\_

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