

Returns and Refunds

1/ If you are not completely satisfied with your order please return goods. They should be posted back within 21 days of receipt. If the 21 day limit is exceeded you should contact SwiSh to request exemption before returning your items. *[If you wish to cancel an order under the distance selling regulations, any goods dispatched must be returned, along with your request to cancel, within 14 days of receipt]*

[Please note: for orders received in November and December our returns policy is revised - we extend the allowed return period until 15th January for goods bought as Christmas gifts. All other TERMS AND CONDITIONS still apply. Returned goods must be unused and in their manufacturers' packaging so suitable for resale.]

(Faulty items are handled under a separate policy and should be notified to SwiSh by phone or email before return)

Please note personalised items are not exchangeable or refundable unless they are faulty.

2/ All returned goods must be **UNUSED and in their original product packaging** so they are suitable for resale.

3/ Include a copy of this packing list or a print of your order marked against each item returned with the reason(s) for return and whether you require a refund or exchange.

Refunds will be made to the value of the returned goods. Any postage costs are not refundable except on orders returned and cancelled under the terms defined in the Distance Selling Regulations.

Exchanges will be made if we have the required item(s) in stock, otherwise a refund will be applied. It may be preferable to you to return your items for refund rather than exchange and place a new order for the replacement items as it is quicker and ensures your revised items are in stock.

N.B. There may be additional shipping charges for exchanges depending on location and order size.

4/ The address to be used for all returns is:

SwiSh basketball Returns, c/o Elmsmere, Green Lane, Chessington, Surrey, UK, KT9 2DS

(Label format below for your use if required.)

This does not affect your statutory rights as a consumer.

IMPORTANT: For your protection, please obtain a receipt of posting.

From: NAME +1ST LINE OF ADDRESS AND POSTCODE

**SwiSh basketball Returns
c/o Elmsmere
Green Lane
Chessington
Surrey
UK
KT9 2DS**