



Returns Form

NOTE: All items MUST BE folded and returned in their original packaging in the same condition as they were received with all original swing tickets attached. Items must not show any signs of damage, been worn, must be free from odours and not have any creases. Items received back in a non-resaleable condition will be returned back and no refund issued.

Customer Details:

Name

Telephone

First line of address

Postcode

Invoice / Order Number

Items for Return:

Product Code (please specify product details)

Qty

Product Code (please specify product details)

Qty

Product Code (please specify product details)	Qty	Product Code (please specify product details)	Qty

Reasons for Return:

Changed Mind

Doesn't Fit

Damaged

Wrong Product

Faulty

Other

Faulty (please specify)

Other (please specify)

Action Required:

Refund to original payment method
(if you purchased via telephone, we will contact you for details)

Replace item
(only applicable for damaged or faulty returns)

More Information:

Please add any further comments that may help us

How to Return Your Product:

Post your item(s) to:

Oscar Jacobson Golf Returns, Unit 10, Park 17, Whitefield, Manchester, M45 8FJ, United Kingdom

We recommend you use a reputable courier for larger items, or Royal Mail (postal service) recorded delivery for smaller items. T&C's apply (see below).

Terms & Conditions

Oscar Jacobson Golf strive to give all customers complete satisfaction on their purchase. If for any reason you are unhappy with a product that you have received, you can return it for a full refund within our Returns Policy.

Conditions of Refund

Upon receipt of your original order commencing the very next day, you have a 30 day period to return eligible items for a refund. This period includes weekends and bank holidays. Refunds are made back to the original payment method as per your order and can take up to 7 days from our receipt of your goods. If you purchased via card payment by telephone, we will contact you for the original payment details.

No Exchange Service

Due to the nature of fast moving product and stock availability, we are unable to offer an exchange service. If you would like to replace your item with another, we recommend you place a new order to ensure stock is allocated for you. This will also allow us to provide a quicker delivery service so you receive your replacement item sooner.

Faulty or Incorrect Items

In the event that your item has developed a fault (within the manufacturer's warranty period) or you have been sent an incorrect item, please contact us immediately.

Any faulty items that fall outside of 60 days are to be returned at your cost under CRTBW (customer return to base warranty).

Once we have received your faulty item, we will process your return as quickly as possible and deliver your replacement item via an express service. Faulty items may be subject to inspection by the manufacturer. Many of our manufacturer's operational facilities are affected due to COVID-19, therefore delays are to be expected for such items. If the item you returned is not considered faulty through inspection, it is the consumer's responsibility to incur the postage cost to return the items back.

General Conditions

All items **must be** folded and returned in their **original packaging** in the same condition as they were received with **all original swing tickets** attached. Items must not show any signs of damage, been worn, must be free from odours and not have any creases. Any items received back in a non-resaleable condition will be returned back and no refund issued.

When returning items by recorded post, we are unable to accept responsibility for items lost in transit.

Full T&C's Apply

To view our full Terms & Conditions applicable to your order, please visit our website or contact us at our email address below.