FAMARA

EXCHANGE/RETURNS FORM

Date | Order No |

Customer Name/Name on Order | Customer Email |

Item Description/Code	Return Quantity	Return Code	Notes

E - Unwanted   F - Faulty   G – Other (Please specify below)

Other :

1) Enter the quantity you are returning against the relevant order line on the Returns Note.
2) On the same order line, enter a return reason letter code from those listed

EXCHANGE
If you would like an exchange, you can specify an exchange in the box below, or you can ask for a credit note which is valid for 3 months. You will need to send the item back to us, with the labels and any paperwork and packaging and we will send the replacement by return.

Exchange	Exchange reason	Preferred size or design	Notes

REFUND
If you would prefer a refund, you will need to send the item(s) back to us. Please write on the return form the reason why you are returning the item(s).

We do not provide free returns for unsuitable items.

Items that have been washed and become faulty after the purchase are not refundable.

Please return items in a saleable, unworn and undamaged condition in its original packaging within 14 days of receipt.

Once we have received the parcel your return will be processed. Please be advised all refunds can take up to 14 working days to process. After we have processed your refund, you should expect to receive your refund within 28 working days. A confirmation e-mail will be sent once your return has been refunded.

For the returned faulty items we will refund you the full cost of the item, but not the delivery charges.

If you have any further queries, please do not hesitate to contact us.

Customer Service Email: hello@famaragolf.com
Return Address : Unit B, Enterprise House, Waldeck Road, Maidenhead SL6 8BR

Please note as per our terms and conditions of sale - only regular priced items may be returned. Sale items are exempt from these returns conditions and we will make all reasonable communication as to any faults on the item if applicable to the item price.