

THE SPORTS EDIT

THE WORLD'S FINEST SPORTSWEAR

RETURNS INFORMATION

Please complete this returns form, indicating reasons for return, and telling us if you would like a **Refund** or **Exchange***. Enclose this form within your return parcel to The Sports Edit. For hassle free returns, please follow these steps;

- 1 FREE UK RETURNS** – A copy of the return label can be printed here <http://www.royalmail.com/track-my-return/create/324>
- 2 Stick the label to your return package, and drop it off at any post office.
- 3 Pack the item securely in either the original packaging, or in another appropriate package or envelope.
- 4 Please return your item with all swing tags and packaging.
- 5 Please obtain proof of postage and keep your receipt to enable you to track your parcel.

CUSTOMER NAME:		ORDER NUMBER:		ORDER DATE:	
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PRODUCT CODE:	DESCRIPTION:	QUANTITY:	REASON CODE:	REFUND OR EXCHANGE:	REPLACEMENT ITEM CODE:	REPLACEMENT SIZE:	REPLACEMENT COLOUR:

REASON FOR REFUND OR EXCHANGE CODE:	
Product arrived damaged	1
Item faulty	2
Poor quality of product	3
Wrong item received	4
Received additional product not ordered	5
Delivered to wrong address	6
Too big	7
Too small	8
Wrong colour	9
Not as expected from picture / description	10
I have changed my mind	11

ANY OTHER COMMENTS:	
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Need help?

Any issues please get in touch at orders@thesportsedit.com.

Returns policy

If you are not completely satisfied with your purchase, please return it within **28 days** for UK customers and **28 days** for international customers. **See over for details.**

RETURNS VIA ROYAL MAIL - SEE PREVIOUS PAGE

RETURNS VIA DHL EXPRESS (International express orders only)

If a DHL returns label is not enclosed in your package, please contact orders@thesportsedit.com and we will help generate the label.

RETURNS VIA THE SPORTS EDIT STORE

Fill out your reason for return on the returns note included with your original delivery note, then take the product and a print out of your delivery note to the store. Please have the relevant credit or debit card with you, as we can only refund to the same card.

We cannot offer returns on PayPal, as it is an online-only payment processor. We can offer exchanges, or if you want a return please follow one of the other return routes outlined here.

WHO PAYS FOR WHAT ON RETURNS? UK RETURNS ARE ABSOLUTELY FREE

Unfortunately we are unable to offer free returns to international customers.

Returns will be accepted within **28 days** of purchase for UK customers, or **28 days** for international customers.

International customers are responsible for return shipping costs.

- If goods are damaged, soiled, show signs of wear and tear, or returned without original labels they will not be accepted for refund.
- When trying on clothing please avoid wearing make-up, deodorant or fragrance which may leave a mark or scent on clothes.
We cannot accept returns of marked items.
- We are unable to offer returns for socks and underwear for hygiene reasons (bra tops are eligible for returns).
- Footwear should be returned unmarked, and should only be tried on indoors, and be returned in its original box and packaging.
- Yoga mats: Please make sure you check carefully the thickness and weight of the yoga mat before purchasing, because for hygiene reasons we cannot accept returns on mats that have been unrolled, or if the wrapping or seal around the mat have been removed.
- Hangtags, labels, dust bags, and any other designer labeling should not be removed, and should be included in the return.
- SALE items are non-refundable unless the items you receive are damaged or faulty.
- ***EXCHANGES** - We can only exchange your product for the same product in a different colour or size. If you wish to exchange for a different style, please return your item and process a new order for the style you want.