



At **WOMMA Sportswear** we guarantee to exchange any unused item(s) within 14 days of receipt.

Item(s) must be returned in the original packaging with tags and in new, saleable condition. Item(s) must be unworn AND unwashed in order to receive a full refund or exchange.

We cannot accept returned items if they are visibly stained, soiled, covered in hair or have any distinct odour upon the item(s).

In the interests of hygiene we cannot offer refunds on underwear or swimwear if the hygiene seal has been removed.

If these requirements are not met, **WOMMA Sportswear** has the right to return the item(s) back to you.

Whilst you are responsible for the shipping fee for returning any merchandise, we do not charge a re-shipping fee on any exchanges.

**PLEASE KEEP YOUR RECEIPT OF POSTAGE.** If we do not receive your return or your item gets lost in the post, please ensure you keep a receipt of postage so we can still do our best to help.

<b>Order No:</b>	
<b>Full Name</b>	
<b>Email Address</b>	

<b>Ship returns to:</b>	<b>Shipping address (if different):</b>

<b>Item Name</b>	<b>Exchange or Refund?</b>	<b>Reason for Return</b>	<b>Item, size &amp; colour requested</b>


You have the right to cancel your order for any item(s) purchased from WOMMA Sportswear for a full refund.

Order cancellations must be made via email within 7 working days of the day after you receive the item(s). If your order has already been processed and shipped, you will be responsible for returning the order.

Returning or exchanging an item:

If you are not completely satisfied with your purchase, you can return the item(s) to us providing they are still in saleable condition (unwashed, no distinct odour/stains) and within 14 days of receipt. Once we have received your return, providing the item(s) follows our returns policy, we will process the return as requested on the returns form and you will be notified by email of the outcome and action taken.

Refunds will only be paid once we receive the item and have accepted the reason for return. You must include the detachable returns slip at the bottom of your delivery note in order for us to process the refund. Please post your returns package INCLUDING THE RETURNS SLIP to:- 17 Planetree Close, Bromsgrove, Worcestershire, B60 1AW.

Please allow 30 days for the returns to be processed and refund issued if applicable.

We ship all exchanged item(s) out within 24 hours of receiving them.

Please note:

The return is the customers' responsibility until it reaches us. WOMMA Sportswear cannot be held accountable for the loss of a return and we do not accept liability for damage in transit. We recommend that our customers use registered mail and keep a receipt of postage so that we can still try to help in these circumstances.

The customer is responsible for the cost of returning the item. If the item is faulty, we will reimburse the cost for returning the item.

We regret that ANY items which are discontinued and no longer sold on our website CANNOT be returned for exchange or refund.

WOMMA Sportswear has the right to refuse a return should it not follow our returns policy guidelines.

### Faulty products

In the unlikely event that your item is faulty/defective, it may be returned for a refund provided it is returned within a reasonable period from purchase (Sale of Goods Act 1979). The reasonable time period would be expected to be within 45 days of product despatch.

If you believe your product is defective due to a manufacturing fault, please contact our returns department via [returns@wommasportswear.com](mailto:returns@wommasportswear.com) . You will be asked to send photographs of the fault and if deemed defective, we may ask you to return the item to pass on to our quality control team. All postage paid to return faulty items will be reimbursed.

Items that have been used, washed, soiled or damaged in any way will void the terms and leave the purchaser to take full responsibility and full financial liability for the item(s) in question.

We are not able to refund any defective item(s) outside of the 45 day reasonable time period or where the product return is without a clear manufacturing fault. Items will be inspected by our quality control team and if they are deemed not faulty they will be returned back to you.

Liability for any claim/s shall not exceed the original value at which the product was purchased.