

RETURNS & EXCHANGES

We are committed to selling high-quality products that we hope you will enjoy. We are also aware that for one reason or another there may be a need to exchange or return your purchase. This can be done within 14 days of receipt. Please return items in a saleable, unworn and undamaged condition with all tags, and in their original packaging.

Returning some or all of your items from your order is simple. Follow the steps below:

1. Complete this return form, with the appropriate information in each box.
2. Securely package the completed returns form and items you wish to return and affix the address label overleaf.
3. Return item(s) through Post Office or Courier.

RETURN CODE

- 1 WRONG ITEM 2 TOO SMALL 3 TOO BIG 4 NOT AS EXPECTED 5 DAMAGED IN TRANSIT 6 ARRIVED LATE 7 ORDER INCOMPLETE
8 OTHER, PLEASE STATE:

ORDER NUMBER	PRODUCT NAME	SIZE	QTY	RETURN CODE

For exchanges please provide details of the garment you would like and size, for refund please state refund:

Internet orders can also be returned to O'Neills shop in Strabane. You can take your return to the Internet Drop Off Point at the main till. The return should be in its original packaging together with the returns slip and the bag should be sealed. **No refunds or exchanges are available in-store; this is a drop-off point only.** Refunds will be processed by the Customer Service Department within five working days and exchanges sent out to you as soon as possible.

Please Note; Unless the items you received are faulty, we are unable to offer a refund or exchange on:

- All Jerseys Personalised with a Name, Number, Long Sleeves, Player Fit, or between Sizes 5XL - 7XL
- Half / Half jerseys
- Any Personalised or made to order goods NB: This includes all club shop items
- It can take up to 28 days for a return to be processed if you choose to send it back to us via Post Office or Parcel Collection Service.
- We cannot refund postage & packaging on unsuitable items and are unable to refund costs for any method of posting other than those detailed here.

If you have any queries regarding returns, please do not hesitate to contact the Returns Department on

+44 330 123 1918 or email **returns@oneills.com**