

# ReturnForm.



**RETURNING ITEMS:** For full terms and conditions please visit the Returns & Refunds section on [arenaswimwearstore.com](https://arenaswimwearstore.com)

**A.** Print off this form

**B.** Fill in the boxes below ensuring you state whether you require an exchange or refund. **Please note:** We are only able to exchange items where a different size/colour of the same item is requested. If you require a different item you will need to place a new order online and return the original item for a refund.

**C.** Enclose this form with the items you are returning to us. It will take 3 working days from receipt of a return for us to process the refund/exchange.

**D.** Send your return/exchange to: **Sport Fox, PO Box 184, Kendal, Cumbria, LA9 9AG, UK.** (Please ensure the carrier you use will deliver to a PO Box)

Order Number	Product Code	Quantity	Reason Code	Exchange or Refund	Replacement size	Replacement colour

**REASON CODES:** 1. Didn't fit, 2. Style doesn't suit, 3. Not as expected, 4. Item faulty, 5. Other

**Swim caps, nose clips, ear plugs and goggles are excluded from our returns policy for hygiene reasons. These items can only be returned in accordance with your legal rights.** This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 28 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department. For your protection, we recommend you use a postal service that insures you for the value of the goods you are returning.

# ReturnPolicy. **SPORTFOX**

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition\* within 28 days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form. If you require a different item you will need to place a new order online and return the original item for a refund.

If you require a different size or colour of the same item, please return the item including a completed Returns Form requesting the different size/colour and we'll get one out to you as soon as possible. If the new size/colour is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or incorrect.

## **Please return items to:**

**Sport Fox, PO Box 184, Kendal, Cumbria, LA9 9AG, UK.**

**International returns please note:** If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains "returned goods" or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our goods.

**International exchanges please note:** If you wish to exchange an item you will be sent a payment request to cover the shipping of the exchanged item. The exchange will not be dispatched until this has been completed.

## **Faulty or incorrect items sent to addresses outside the U.K**

If you think the item you received is faulty or incorrect, please contact our customer service team by email at [sales@arenaswimwearstore.com](mailto:sales@arenaswimwearstore.com) to book in the faulty/incorrect return. We will then advise and assist you with the return. Please include as many details as possible about the fault. Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

Please allow 3 working days from receipt of a return for us to process a refund or exchange. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further 5 - 10 working days for the refund to clear into your account. This time frame is dictated by your bank or card issuer and is outside our control.

Your refund will be credited to the same card or payment method with which you made your original purchase.

## **Faulty or incorrect items sent from within the U.K**

If the item you received is faulty, or not what you originally ordered, please complete your Return Form and return to the address above. Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

## **Part of order is missing**

Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it may be arriving separately or may be unavailable and have been refunded. Please email [sales@arenaswimwearstore.com](mailto:sales@arenaswimwearstore.com) quoting your order number and stating which item is missing and we will investigate the matter further.

## **Return postage**

If you are returning a non-faulty item, then the cost of returning the item to us is your responsibility. Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post. Please check the carrier you use will deliver to a PO Box.

## **For more information about returning items to us, please see the Returns & Refunds, or email [returns@arenaswimwearstore.com](mailto:returns@arenaswimwearstore.com)**

\* Tags must not have been removed and the product must be in any original branded packaging. Items that are soiled, worn, damaged or laundered will not be accepted. If an item is determined to be soiled and not sellable, it will be returned to the customer at the customer's expense