

# Widnes Wild Ice Hockey Club

SHELTON STREET, COVENT GARDEN, LONDON, WC2H 9JQ



## Widnes Wild Ice Hockey Club

## Returns Policy

Date policy last reviewed: June 2023

**Signed by:**

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Managing Director:  
**Danny Davies**

Date: \_\_\_\_\_

\_\_\_\_\_

Dir Cmnty Engagement:  
**Georgia Weekes**

Date: \_\_\_\_\_

## **1. The Returns Policy:**

Our Return Process is the shortest of our policies and the simplest as we believe in providing the best returns support to our fan base as possible. You can return your merchandise for up to 30 days from the date of dispatch of your package. Returns must be in original condition, unworn/unused with original tags and labels. Your return item(s) will be inspected upon arrival before your refund is processed.

It can take up to 14 working days for your refund to be processed. You will receive a confirmation email once this is completed.

All return charges are the customer's liability.

## **2. Important Information:**

DVDs, videos, or PC & video games which have been opened, pierced jewellery and items specially manufactured to your order can only be refunded or exchanged if these items are received damaged or wrong.

Personalised items are non-returnable. A refund will only be permitted if the garment is faulty, damaged, or wrong. We accept no responsibility once replica shirt(s) or short(s) have been printed, if a player leaves the team and/or their team number changes, or if the badge changes in the future.

We are unable to return any products which by reason of their nature cannot be returned (for example, underwear/swimwear due to hygiene reasons) or are likely to deteriorate or expire rapidly.

## **3. OTHER INFORMATION:**

In line with your right to cancel, if you return your full order within 14 days of such order, we will refund all payments received from you, including the costs of delivery (except for the supplementary costs which arise if you choose a type of delivery other than our standard and least expensive method of delivery). We will process your refund within 14 days of receiving the item(s) back to our warehouse. If you return any or all your order after 14 days, but within the 30 day returns period, delivery charges will be non-refundable unless the products are faulty, damaged, or not as described upon delivery.

We will make the refund using the same means of payment as you used for the initial transaction unless we have expressly agreed otherwise. If an electronic refund is not possible, we will process your refund by cheque.