RETURNS

We accept returns on none embellished/personalised items, no quibble, and always make this process as easy and hassle free as possible. If you are not completely satisfied with your purchase, simply return the item(s) to us within 14 days of receipt using this returns form.

Embellished/personalised items – any product that has had additional embellishment or personalisation e.g. name, initials or logo, are exempt from our money back guarantee. We will not accept returns of embellished/personalised goods except where the goods are deemed to be faulty.

Items should wherever possible be returned in their original packaging with the completed Returns Form. It is very important that when you return an item that we know the delivery/order number to which it relates, your details and whether you want a refund or an exchange. Without these details we won't be able to take the action you require.

If you are returning a non-faulty item outside the Distance Selling Regulations, then the cost of returning the item to us is your liability. The item is your responsibility until it reaches us so 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.

If you have returned a non-faulty item and have requested an exchange then a further carriage charge will be due along with any additional costs associated with the replacement item. A member of our sales team will contact you in due course to collect any additional payment.

We ask you to take reasonable care of the goods you purchase while they are in your possession. This means that you may inspect and try on the goods as you would try them on in our store but tags should not be removed from any item and the original packaging should be retained. Goods should not be soiled, torn or damaged.

Please send your returned goods to:

Returns Department, SDL Group Limited, Britannia Centre, Bentley Wood Way, Network 65 Business Park, Burnley, Lancashire, UK, BB11 5ST.

As soon as your return has been processed by our warehouse, we will email you to let you know. In the unlikely event that you do not receive this email within 10 days of posting your parcel to us, please get in touch with our Returns Department and they will confirm if it has been received.

returns@sdlgroupltd.com

If you have returned your parcel using Recorded Delivery or another service that can be tracked, please give us the reference number when you contact us.

Please allow 10 working days from receipt of your return for us to process a refund, and then allow a further 5-10 working days for the funds to clear your account. This time frame is dictated by your bank or card issuer.

Your refund will be credited to the same card with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

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 items.

For a full list of our 'Terms and Conditions' and our 'Returns Policy' please visit www.surridgesport.co.uk

*** FORM MUST BE DOWNLOADED FIRST ***

Submit will only work if form is downloaded...

Submit Form

Return From: (Name & Address)	**Return To:**
	Returns Department
	SDL Group Limited
	Britannia Centre
	Bentley Wood Way
	Network 65 Business Park
	Burnley
SAP NUMBER:	Lancashire
CUSTOMER NUMBER:	BB11 5ST

Contact Details:

Telephone:	Date:
Email:	Delivery Note No:

What are you returning:

Product Code	Colour	Size	Quantity	Reason for Return

Do you require a Refund ☐ **or Replacement** ☐ **(tick as appropriate)**

Replacement Requirements:

Product Code	Colour	Size	Quantity	Comments