

STEVENAGE FOOTBALL CLUB

CUSTOMER CHARTER

REFUNDS POLICY



Overview

This policy is designed to provide customers with information surrounding how the Club will handle and process requests for refunds, exchanges and returns on all goods purchased. It has been designed to ensure staff and customers have a clear understanding of how the Club will handle such matters, in a timely and efficient manner.

Returning an Item

You can return most goods for refund or exchange if they are returned to us within 28 days of purchase and they are in the same condition as at the time of purchase with the original receipt and packaging.

If an item has been personalised, i.e. printing or engraving we are unable to refund or exchange the item. Videos, CD's and DVD's can be returned if the seal has not been broken and jewellery items can be returned if they have not been personalised, but we do not accept returns or exchanges on earrings, underwear and swimwear for hygiene reasons.

Damaged Items

If you receive an item that is damaged, please contact our Club Shop by calling 01438 223223 or email info@stevenagefc.com within 28 days who may request proof of the damaged item prior to handling the matter.

Non-Damaged Items

If you are not completely satisfied with your purchase and would like to change the item (s) we will be happy to exchange the goods provided that they are returned in a new and unused condition, with your proof of purchase and within 28 days of receipt of the goods.

Returns Address

Stevenage Football Club Shop

The Lamex Stadium

Broadhall Way

Stevenage

Herts

SG2 8RH