

## FALCON RETURNS

### Our Policy

Our hope is that you are entirely satisfied with our products, but if for any reason you need to return a garment we are here to help.

For incorrectly ordered or items no longer required, our returns period is 30 days (see section 1 of policy for further details)

For faulty, damaged or incorrectly supplied items, our returns period is 180 days from date order placed (see section 2 and 3 of policy for further details)

\*\*Any items returned as faulty within 180 days of purchase will be inspected and if considered to be faulty due to a manufacturer's fault will be replaced or given a refund at the purchase price. Items over 6 months old will be dealt with at the discretion of Falcon Sportswear.

### Section 1

#### Incorrectly ordered or item cancellations

**This section applies if you have incorrectly ordered items or if you wish to return goods that are no longer required.**

- You have the right to cancel an order within 14 days without reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.
- To exercise the right to return, you must inform us ([sales@falconsports.co.uk](mailto:sales@falconsports.co.uk)) in the first instance and provide details of the sales order number or invoice number that the items relate to. Once the return has been authorised, you will be asked to complete a returns form, an electronic copy of this should be emailed to [returns@falconsports.co.uk](mailto:returns@falconsports.co.uk) and a hard copy included in with the returns.
- Goods are to be returned without undue delay and in any event not later than 14 days from the day on which you communicate your return to us. The deadline is met if you send back the goods before the period of 14 days has expired.
- Costs of returning incorrectly ordered or no longer required goods will be borne by the sender.
- Returned items are your responsibility until they reach us, so we recommend using a tracked postal service.
- Please ensure all items are returned to us in their original condition, unworn, with all labels still attached and in their original packaging. A minimum re-stocking charge of 20% will be applied for items not in original packaging.
- The following goods can only be returned if faulty or incorrectly supplied. They cannot be returned if you change your mind or order incorrectly:
  - Products which have been tailored or customised to your requirements.
  - Swimwear (due to hygiene reasons) unless the packaging is still sealed
- Once the returns form has been completed and returned goods have been received and processed, a credit note will be issued.

## Section 2

### Faulty or Damaged Goods

This section applies to faulty or damaged goods. For incorrectly supplied goods, please refer to section 3 of this policy.

- If the product is faulty or damaged, you have the right to return within 180 days of purchase. The cancellation period will expire after 180 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.
- To exercise the right to return, you must inform us ([sales@falconsports.co.uk](mailto:sales@falconsports.co.uk)) in the first instance and provide details of the sales order number or invoice number that the items relate to. Once the return has been authorised, you will be asked to complete a returns form, an electronic copy of this should be emailed to [returns@falconsports.co.uk](mailto:returns@falconsports.co.uk) and a hard copy included in with the returns.
- Depending on the number of faulty or damaged items that are to be returned, Falcon may arrange a DPD collection on your behalf. Alternatively, if the number of items does not warrant a courier collection, you will be asked to send the goods back via Royal Mail and Falcon will reimburse the postage costs. This will be advised upon providing the initial return information. Where the cost of the postage is not noted on the return, Falcon will estimate postage based on weight of goods returned.
- To meet the faulty or damaged items deadline, send your communication concerning your exercise of the right to return before the cancellation period has expired.
- Goods must be returned to: Falcon Returns, Falcon Sportswear, Croft Road, Crossflats, Bingley, BD16 2DU
- The parcel is your responsibility until it reaches us, so we recommend using a tracked postal service.
- The following goods can only be returned if faulty or incorrectly supplied. They cannot be returned if you change your mind or order incorrectly:
  - Products which have been tailored or customised to your requirements.
  - Swimwear (due to hygiene reasons) unless the packaging is still sealed
- Once the returns form has been completed and returned goods have been received and processed, a credit note will be issued.

## Section 3

### Incorrectly supplied goods

We endeavour to eliminate incorrectly supplied goods with a multi-stage order checking process. In the case where the wrong item is accidentally sent to you, please refer to the below -

- Inform us ([sales@falconsports.co.uk](mailto:sales@falconsports.co.uk)) in the first instance and provide details of the sales order number or invoice number that the items relate to. Once the return has been authorised, you will be asked to complete a returns form, an electronic copy of this should be emailed to [returns@falconsports.co.uk](mailto:returns@falconsports.co.uk) and a hard copy included in with the returns.
- Falcon will arrange collection or reimburse postage costs where applicable. Where the cost of the postage is not noted on the return, Falcon will estimate postage based on weight of goods returned.
- Once the returns form has been completed and returned goods have been received and processed, a credit note will be issued.

## Falcon Sportswear Returns Process

