



RETURNS DEPARTMENT
 GILMOUR SPORTS
 UNIT 3
 24 CLARK STREET
 PAISLEY
 PA3 1RB

Personal Details

Name	Order Number (MANDATORY)
Address	
Daytime Contact Number	

Item(s) being returned

Item (e.g. stick or glove):				
Brand:	Model:	Size:	Colour:	Value £:
Item (e.g. stick or glove):				
Brand:	Model:	Size:	Colour:	Value £:

Reason(s) for Return (Please give as much detail as possible)

Size Problem (e.g. too big, too small etc)	
Damaged / Faulty Item	
Wrong Item received	
Other Reason (please specify)	

Customer Requirement

Please exchange the item for:				
Brand:	Model:	Size:	Colour:	Value £:
Please refund the returned item				
Brand:	Model:	Size:	Colour:	Value £:

IMPORTANT – PLEASE READ CAREFULLY

Should you decide to return goods ordered, unfortunately you may be charged 10% of the item's value for restocking unless agreed in advance with our staff. If an item is exchanged then the 10% restocking fee does not apply. Unfortunately personalized or bespoke items (for example a goalie smock with your printed name or specially manufactured garment) cannot be returned. An exchanged item may be subject to a new shipping charge but will not be subject to a 10% restocking charge.

- a) When returning goods to us you the customer are responsible for the safe carriage of the product back to us.
- b) You should return any product in its original packaging along with all related paperwork via suitably insured means that covers the full value of the goods. Please retain your receipt confirming the return. If returned products are lost we will not be liable for them.
- c) Please note that goods must be sent back in a merchantable condition. E.g. the condition in which you would accept goods in from a retail shop.

HOCKEY STICK RETURNS – PLEASE READ CAREFULLY BEFORE RETURNING A HOCKEY STICK

BREAKAGES AND COMPLAINTS

Manufacturers will look to replace sticks that are blatantly faulty and have failed very early in their usage - usually the first few weeks.

Wear to the head is an inescapable feature of modern hockey and manufacturers cannot and will not replace sticks for this reason. Simple effective methods and materials should be used to lessen wear to the head or shaft.

Damage inflicted on a stick from clashes with other sticks is not a cause for complaint. Manufacturers will not look to replace any stick that is well used, well-worn or shows clear signs of damage having been inflicted on it.

THE FOLLOWING ARE NOT COVERED

Chips, scratches, nicks, "invisible cracks", unravelling grip, cracks in the label, worn stick heel, loose particles inside the composite's interior, rattles, vibration, or any other result of normal use. These problems will not affect play of the stick. Warranties do not cover damage to the edges of the stick from LBZ/Argentinian backhand shots.

A Composite stick is made to hit field hockey balls, nothing else. Don't hit stones, rocks, other player's sticks (that's called hacking), or anything hard. It will cause your stick to chip and bring down the total performance of your stick.