



Returns Policy

(1) Introduction

We understand that from time to time you may wish to return a product to us.

We have created this 14 day returns policy to enable you to return products (excluding goals) to us in appropriate circumstances.

This returns policy applies to customers in England and Wales/irrespective of your geographical location.

(2) Returns

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- (a) We receive the returned product within 14 days following the date of receipt of the product;
- (b) The returned product is unused, in its original packaging and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the returns procedure set out below

(3) Returns procedure

In order to take advantage of your rights under this returns policy, you must:

Contact the company within 5 working days of receipt of delivery by email followed up by letter, stating reason for return. A member of the management team will then authorise a return note and number.

Products returned under this policy must be sent by recorded delivery to:

Goalfix Sports Ltd, PO Box 4754, Sheffield S11 0EU

You will be responsible for paying postage costs associated with returns under this policy.

(4) Exclusions

The following kinds of products may not be returned under this policy:

- (a) Any product made to your specification;
- (b) Any product made to order.

(5) Refunds

We will send you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy excluding the original delivery charges and excluding the costs of returning the product to us.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event, within 30 days of the day we received your returned product.



(6) Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- (a) We will not refund or exchange the product;
- (b) We may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) If we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

(7) About us

Our full name is Goalfix Sports Ltd.

Our registered office is Goalfix Sports Ltd, PO Box 4754, Sheffield S11 0EU

Our principal trading address is Old Doncaster Road, Wath-Upon-Deerne, Rotherham S63 7EU.

Our company registration number is 06524781

Our email address is info@goalfixsports.com.

Our VAT number is 986 6336 64.
