

## Returns Form

### Customer Details:

Name

Telephone

First line of address

Postcode

Invoice / Order Number

### Items for Return:

Product Code (please specify product details)

Qty

Product Code (please specify product details)

Qty

Product Code (please specify product details)	Qty	Product Code (please specify product details)	Qty

### Reasons for Return:

Changed Mind     Doesn't Fit

Damaged     Wrong Product

Faulty     Other

Faulty (please specify)

Other (please specify)

### Action Required:

Refund to original payment method  
(if you purchased via telephone, we will contact you for details)

Replace item  
(only applicable for damaged or faulty returns)

### More Information:

Please add any further comments that may help us

# Ways To Return

## 1 Return by Recorded Post

Post your item(s) to:  
Clubhouse Golf, Returns Department,  
Unit 7 Fairhills Business Park, Woodrow Way, Irlam,  
Manchester, M44 6ZQ, United Kingdom.

We recommend you use a reputable courier for larger items, or Royal Mail (postal service) recorded delivery for smaller items. T&C's apply (see below).

## 3 Return by DPD UK Collection

Have your parcel collected from your address by DPD. Call us on 0333 800 1617 (mobile friendly), or email [returns@clubhousegolf.co.uk](mailto:returns@clubhousegolf.co.uk) to arrange a collection.

Return cost is £9.99 for any sized parcel (up to 30KG). Maximum £150 insurance cover. T&C's apply (see website for further details).

## 2 Return by DPD UK Drop Off Service

Drop off your parcel within a network of over 2500 nationwide DPD Pick Up shops (7 days a week). To create a returns label, visit our Returns section online and follow the steps for the DPD UK Drop Off service.

Return cost is £2.99 for small-medium parcels (up to 20KG). Maximum £50 insurance cover. Available to selected countries only. T&C's apply (see website for further details).

## 4 Return by DPD European Drop Off Service

Drop off your parcel within a network of your countries nationwide DPD Pick Up shops (7 days a week). Call us on +44 333 800 1617, or email [returns@clubhousegolf.co.uk](mailto:returns@clubhousegolf.co.uk) to arrange a return.

Return cost is £12.99 for small-medium parcels (up to 20KG). Maximum £50 insurance cover. Available to selected countries only. T&C's apply (see website for further details).

## Terms & Conditions

Clubhouse Golf strive to give all customers complete satisfaction on their purchase. If for any reason you are unhappy with a product that you have received, you can return it for a full refund within our Returns Policy.

### Conditions of Refund

Upon receipt of your original order commencing the very next day, you have a 30 day period to return eligible items for a refund. This period includes weekends and bank holidays. For any items returned later than 30 days, a credit note to the value of the items will be issued (which can be used on a future purchase). Refunds are made back to the original payment method as per your order and can take up to 7 days from our receipt of your goods. If you purchased via card payment by telephone, we will contact you for the original payment details.

### No Exchange Service

Due to the nature of fast moving product and stock availability, we are unable to offer an exchange service. If you would like to replace your item with another, we recommend you place a new order to ensure stock is allocated for you. This will also allow us to provide a quicker delivery service so you receive your replacement item sooner.

### Faulty or Incorrect Items

In the event that your item has developed a fault (within the manufacturer's warranty period) or you have been sent an incorrect item, please contact us immediately. If you are a UK customer and your item has developed a fault within 60 days of purchase, we will arrange a DPD UK Drop Off service for small-medium parcels or a DPD UK Collection for larger parcels. Any faulty items that fall outside of 60 days are to be returned at your cost under CRTBW (customer return to base warranty).

Once we have received your faulty item, we will process your return as quickly as possible and deliver your replacement item via an express service. Faulty items may be subject to inspection by the manufacturer. Many of our manufacturer's operational facilities are affected due to COVID-19, therefore delays are to be expected for such items. If the item you returned is not considered faulty through inspection, it is the consumer's responsibility to incur the postage cost to return the items back.

### General Conditions

All items returned must be in their original packaging and exact condition as sold and received. Items must not show any signs of damage, been worn and must be free from any odours (including cigarette smoke). Items received back in a non-resalable condition will be returned back.

Any custom fit, personalised or special ordered items that are not standard stock cannot be returned for credit note or refund (unless supplied as faulty, not fit for purpose or not as described). Any item received as a free of charge gift must be returned back with the items for refund.

When returning items by recorded post, we are unable to accept responsibility for items lost in transit. When using the DPD UK Drop Off service, this covers a maximum insurance cover of £50 per parcel. An increase to the insurance cover can be added at an additional cost to the return. If the value of your returned items is greater, the DPD return services will be used at the risk to the sender. Size restrictions apply irrespective of the overall weight (details provided by DPD).

### Full T&C's Apply

To view our full Terms & Conditions applicable to your order, please visit our website.



Unit 7 Fairhills Business Park, Woodrow Way, Irlam, Manchester, M44 6ZQ, United Kingdom  
Phone: 0333 800 1617 (mobile friendly) International: +44 333 800 1617  
Email: [returns@clubhousegolf.co.uk](mailto:returns@clubhousegolf.co.uk) Website: [www.clubhousegolf.co.uk](http://www.clubhousegolf.co.uk)