

Returns Form

Customer Details:

Name

Telephone

First line of address

Postcode

Invoice / Order Number

Product Details:

Item Returned

Qty

Exchange For (if there is a balance to pay, we will contact you)

Qty

Item Returned	Qty	Exchange For (if there is a balance to pay, we will contact you)	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

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).

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). T&C's apply (see below).

3 Return by DPD UK Collection

Have your parcel collected from your address by DPD. Call us on 0845 375 1716 or 0333 800 1617, or email returns@clubhousegolf.co.uk to arrange a collection.

Return cost is £9.99 for any sized parcel (up to 30KG). T&C's apply (see below).

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 0044 161 745 7055, or email returns@clubhousegolf.co.uk to arrange a return.

Return cost is £12.99 for small-medium parcels (up to 20KG). Available to selected countries only. T&C's apply (see below).

Terms & Conditions

Clubhouse Golf strive to give all our customers complete satisfaction on your purchase. If for any reason you are unhappy with a product that you have received, you are welcome to return it for exchange/credit note or full refund within our Return Policy.

Return for Exchange or Credit Note

We offer a 30 day exchange or credit note Return Policy from the date of your order. Any eligible items you would like to return must be received back to us in no later than 30 days in which we can offer an exchange or credit note to the value of the items (which can be used on a future purchase).

Conditions of Refunds

Upon receipt of your original order commencing the very next day, you have a 14 day period to notify us that you would like to return eligible items for a refund. This period includes weekends and bank holidays. Please note that the refund policy only applies to the original purchase and does not cover exchanges that fall outside the refund Terms & Conditions. Exchanges that are returned within our exchange policy will be issued with a credit note less any postage charges that have been incurred by Clubhouse Golf relating to the original request for exchange (exchanges are not a new contract of purchase).

Procedure of Notification for Refunds

You must notify us prior to your return by emailing returns@clubhousegolf.co.uk. Items returned must be eligible for a full refund within the guidelines of our Terms & Conditions. Once your email has been sent, items must be received back within 7 days for UK and European customers.

Faulty or Incorrect Items

In the event that your item has developed a fault 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. 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. Please allow up to 7-10 working days for this process before any resolution can be made. If the item you returned is not considered faulty through inspection, it is the consumers 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 either be returned back or allocated a partial/full credit note.

Any custom fit, personalised or special ordered items that are not standard stock cannot be returned for exchange/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, Clubhouse Golf are unable to accept responsibility for items lost in transit. When using the DPD Drop Off service, this covers a maximum insurance cover of £50 per parcel. If the value of your items is greater than the insurance cover, this service can only be used at the risk of the sender and not Clubhouse Golf. Size restrictions apply irrespective of the overall weight (details provided by DPD).

Full T&C's Apply

To view our full Terms and Conditions applicable to all purchases, please visit our website.



Unit 7 Fairhills Business Park, Woodrow Way, Irlam, Manchester, M44 6ZQ, United Kingdom
0845 375 1716 or 0333 800 1617 (mobile friendly) International 0044 161 745 7055
Email: returns@clubhousegolf.co.uk Website: www.clubhousegolf.co.uk