



## RETURNS INFORMATION

- We are happy to organise an exchange or refund if you notify us within 21 days of receiving the item & the item is unused, any swing tickets are still attached and it is clearly re-saleable.
- **The quickest way to get your replacement is to place a fresh order online & send the unwanted goods back to us for a refund (excluding P&P).**
- If we sent an incorrect product, size or colour or the item is faulty, please accept our apologies and we will replace it free of charge or issue a refund as soon as possible.
- **EXCHANGES** - If you wish to exchange the item for a different size, please return it and we will endeavour to organise a replacement is sent to you. You will need to cover the cost of sending the item(s) back to us (Royal Mail Second Class 'signed for' is advisable if you require proof of delivery). We will **send out** the new item(s) **at no extra cost**.
- **PLEASE NOTE: we cannot exchange** any items which have been **PERSONALISED / INITIALLED** unless the item is faulty or we sent the wrong item.

Address for returns:

**Tacklebag Returns Dept**  
**Unit 2 Drummond Place**  
**Twickenham**  
**TW1 1JN**  
**Tel: 020 8740 4850 Email: [support@tacklebag.co.uk](mailto:support@tacklebag.co.uk)**

<b>Invoice #:</b>		<b>Contact Details: (Email or Phone)</b>	
<b>Name:</b>		<b>Address:</b>	

Item Description	Colour	Size	Action Required (Exchange or Refund)	Reason	<b>A = Incorrect Item</b> <b>B = Faulty Item</b> <b>C = Wrong Size</b> <b>D = Not Required</b>
eg. RGS PE Polo Shirt	white/green	Age 14	Please exchange for next size up (Small)	C	
eg. KSW Open Hem Stadium Pant	navy	Age 14	Please refund – too big	D	

\* Please ensure your Name & Invoice number are included when returning this form, thank you \*