

# WEST BROMWICH ALBION FOOTBALL CLUB

## RETURNS POLICY

Details of how the Club uses and protects your personal data, as well as your rights in respect of it, how to exercise your rights and how to contact us is set out in our [Customer Privacy Notice](#). More information about how the Club processes personal data in general can be found in our Privacy Policy at <https://www.wba.co.uk/privacy-policy>.

### Information about other people

If you provide information to us about any other people such as your Guests, you must give them a copy of this Privacy Notice so that they understand how their information will be used. You should only provide information about them if you are authorised to do so.

In addition to any statutory rights you have, we offer you on a good will basis, where you are not completely satisfied with your purchase the opportunity to return your item(s) to us via either our official store (for refund or exchange) or to our Mail Order Department (for refund only - address below), along with your receipt within 28 days of purchase.

All items must be returned in an unworn and unused condition, in all original packaging with all labels and tags still attached, unless faulty.

On the very rare occasion that a product online appears to be in stock but has in fact sold out, we will inform you of this and where payment has been taken we will immediately return this to you.

Any refunds will be made using the same payment method as you used for the initial transaction, unless we are unable to do so (e.g. your credit card used for payment has expired). If an electronic refund is not possible or you are not present in one of our official stores, we will process the refund by cheque.

Your statutory rights are not affected by the terms set out in this Returns Policy.

### Exceptions to our return policy

Unless we tell you otherwise, we're unable to accept:

- pierced jewellery, face protectors, underwear or swimwear or any products that are likely to deteriorate or expire rapidly;
- sealed DVD's, videos, CD's, PC and video games where opened;
- gift cards and/or sale items;
- or any other item specifically manufactured/personalised item to your order;

for either a refund or exchange, unless deemed to be faulty.

Please note that gift cards and items purchased as part of a sale do not form part of the 28 day goodwill return policy. Where refund terms are set out in the terms and conditions that apply to the purchase of a Club gift card these will apply in priority to this Return Policy. This does not affect your statutory rights in respect of such goods.

Personalised items are non-returnable. Once a name, number or league patch has been printed on a shirt we will not offer a refund or exchange unless the shirt is deemed faulty. The same applies if the Club badge changes, a player leaves the Club or changes his squad number during his time at the Club. We cannot refund or exchange personalised items for sizing errors, as such before personalising an item please take care to ensure you order the correct size.

Special refund terms may apply to products purchased as part of a promotional offer (e.g. buy one get one free, buy two shirts for £40 as opposed to each shirt being at the regular full price). All refunds will be based on the terms of the promotional price and any other additional refund terms will be notified to you. For example, if you purchased two shirts for £40 and you decide to return 1 shirt, you will be refunded the promotional price of the item (e.g. the full price minus any discount applied as part of the offer). If you return both shirts you will be refunded the full multi-buy price (in this example £40). Your statutory rights are not affected.

Where a free item is provided to you as part of a promotion, you are not able to exchange or refund unless the item is faulty.

### **Where and how to return products**

To return items, please ensure that you include the relevant item, receipt, original delivery note and a reason for return (this can be done on the returns form where items are purchased online).

Items can be returned to our Stadium store or posted to:

**West Bromwich Albion Returns Department,  
25 Birmingham Road  
West Bromwich  
B70 6RR**

Under this goodwill Returns Policy, all return and re-shipping charges for non-faulty goods/exchanges are your responsibility.

We advise you to send all returned items via recorded delivery as the Club cannot accept any responsibility for items being lost in transit or not received.

### **Exchanges**

To exchange an item you must return it to our Stadium official store.

We cannot offer exchanges if an item is returned to us via post. In this situation, please return the item for a refund (where such items applies for a refund) and place a new order for the item that you require.

We are only able to exchange products for the same product code otherwise a refund will be issued and you can place a new order.

Where a free item is provided to you as part of a promotion, you are not able to exchange or refund unless the item is faulty.

### **Faulty or damaged goods**

If the item you receive is faulty or damaged in transit, you have 30 days to contact us either via telephone on 0871 271 9795 or alternatively online [here](#).

Nothing in this Returns Policy affects your statutory rights.