

SIDELINE

RETURNS POLICY

We hope you're very happy with your purchase from SIDELINE but in case you're not, please see below:

If you wish to return an item please contact ellen@sideline-clothing.com

If you are unhappy with our products in any way, they can be returned or exchanged provided that it is in saleable condition. Returns of faulty items will only be accepted if faulty when delivered to you – please contact us immediately if this is the case. All goods bought online must be returned within 14 days of receiving the item, unfortunately after this time we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused, in its original packaging and in the same condition that you received it. We will not accept returns for any non-faulty items that have been worn and/or tags removed. Sale items purchased online must be returned within 7 days for a full refund. After this period we cannot offer you a return or exchange.

PRE-ORDER RETURNS

Because pre-ordered stock is made to order, SIDELINE is only able to offer exchange or credit notes on these items.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed as quickly as possible via your original method of payment. We do not refund original shipping costs.

EXCHANGES

If you wish to exchange your item then please contact us & advise what item you would like to exchange it for. Please note that all extra postage costs incurred in an exchange are payable by you and return of the new item is subject to us receiving the extrapostage costs.

SHIP TO

To return your product, please use the below address.

SIDELINE
Unit 4, Sktech Place,
Brooks Road,
Lewes
BN7 2YG
UK

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

We suggest you use an insured & trackable service to return your goods.

We don't guarantee that we will receive your returned items.

Name _____ Order No _____

Reason for return _____

I would like a refund/I would like to exchange for _____