RETURNS

RETURN FORM

Please fill in, print and enclose with your parcel.

YOUR DETAILS

NAME (AS ON THE ORDER)

DATE

ORDER OR INVOICE NUMBER

TYPE OF RETURN

☐ **Return** ☐ **Complaint** only after agreement with our customer service

RETURNED ITEMS

ITEM NO. AND DESCRIPTION	SIZE	QTY	REASON FOR RETURN

CHECKLIST BEFORE SHIPPING

☐ Items unworn and unwashed

☐ Original packaging with all labels

☐ Goalkeeper gloves: protective film fully intact on the latex

☐ Box and customs form marked as required

IMPORTANT

- You can return your order within **14 days** of receiving it. Please contact us before sending anything back.
- **Excluded** are worn, washed or damaged items, goalkeeper gloves with the protective film removed from the latex, and printed or personalised items.
- Shoes: do not tape or write on the original box and always use an additional shipping box.
- Returns are sent at your own cost and organisation. Prepay the parcel, unpaid parcels cannot be accepted. Additional costs will be charged to you.
- **Customs:** write **Returned Goods - Failed Sale** and your order number on the outside of the box and on the customs declaration (CN22 and/or CN23). Otherwise the parcel may be refused entry to the EU and sent back to you. We recommend a tracked and insured shipment.
- The refund follows within 14 days after we have received and checked your return, using the same payment method as the order.
- A direct exchange is not possible. Please place a new order for the item you want.
- Defective items: send them back only after agreement, **office@keepersport.co.uk** or WhatsApp **+43 676 7664611** (messages only).

RETURN ADDRESS

KEEPERsport GmbH
Anzengrubergasse 26
2542 Kottingbrunn
Austria
VAT: ATU 62801445
EORI: AT EOS 1000 22085

CONTACT

E-mail: office@keepersport.co.uk
WhatsApp (messages only): +43 676 7664611

All information about returns