

## CORNISH GRANITE SPORTS

### RETURNS POLICY

We offer our customers the chance to exchange goods that are the wrong size and/or colour within 14 days. We are very happy to do this, but there are a few guidelines that we ask you to follow.

For either a return or a refund, **all goods must be returned in their original packaging and in a re-saleable condition.** This means that they have **not been used** and are unworn apart from trying the garment on. Before trying the garments on; please ensure you are clean and free of odour so that you do not mark/stain the garments making them unsalable on their return to us. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

We do ask that you make every effort to return the original packaging including bags- tags, etc.

Please ensure the items are sent back in suitable packaging. You are responsible for paying the return carriage costs.

If the item is incorrect or faulty, Cornish Granite Sports will refund **reasonable** costs of returning a faulty/incorrect item, or a credit worth 10% more than the actual carriage cost.

Exchanges: all items returned for exchange must be re-ordered on the web site. Incorrect sizes or damaged items will be exchange when item is returned to us.

Returns Forms must be completed **for all returns/exchanges** please email us @

[sales@cornishgranitesports.co.uk](mailto:sales@cornishgranitesports.co.uk) for a returns form.