

MERCHANDISE RETURNS PROCEDURE

RETURNS ARE ACCEPTED IN THE FOLLOWING CIRCUMSTANCES:

- Products must be returned within 90 days of receiving your order.
- Products must be unworn and unwashed.
- We only provide refunds via the original payment method used when placing your order.
- Exchanges are not part of our returns policy.

HOW DO I RETURN MY ITEMS?

- Complete the returns form. (Hyperlink Returns form)
- Post your returned item back to the Wales National Pool Swansea:

Swim Wales
Wales National Pool,
Sketty Lane,
Swansea,
SA2 8QG

- Please ensure you obtain a proof of postage.
- Your purchase will automatically be refunded to the payment card once we have received the goods.

RECEIVED A FAULTY ITEM?

We're sorry to hear you have received a faulty item. Please send us the following information:

- Your Name
- Item Name

Photos that show:

- The fault as clearly as possible
- Full-length photo of the item

Please email the above to swimwales-sales@swimming.org and we will be in touch with you within 48 working hours.

HOW CAN I RETURN SOMETHING IF I BOUGHT IT AT YOUR EVENT?

First of all, we hope you enjoyed the event.

Simply get in touch with the Swim Wales Sales team by emailing swimwales-sales@swimming.org.

Please provide:

- Full name
- Email address
- Item purchased at event
- Photograph or scanned copy of your receipt
- Reason for return

We will then be in touch with regards to your return.