

# RETURNS

**NEED HELP?**

CALL +44 151 496 0344 OR EMAIL [custserv@jerseyocean.com](mailto:custserv@jerseyocean.com)

# Jersey Ocean

NAME	
ADDRESS	<small>*If you would like to use an alternate shipping address, please use the box below</small>
CITY/STATE ZIP	
EMAIL ADDRESS USED FOR ORDER	
ORDER NUMBER*	<small>*We must have your correct order number to process your return</small>



If you received a Return Service (RS) label in your package, it can be used to return your merchandise for a low fee of \$5.95, deducted from your return merchandise credit. We can also email one you to you.



Pack your return parcel well with appropriate packaging material -you can even use the original packaging.



Don't forget to include this form with your return parcel

Mail parcel to:  
**Harvey Centre Approach,  
Harlow CM20 1XR,  
United Kingdom**

## ITEM(S) I AM RETURNING

QTY	ITEM NUMBER	DESCRIPTION	SIZE	COLOUR	REASON FOR RETURNING	REASON FOR RETURNING CODE
						1 WRONG SIZE 2 WRONG COLOR 3 PRICE 4 DEFECTIVE 5 SHIPPING ERROR* 6 OTHER*

\*PLEASE INCLUDE A NOTE IN THE BOX BELOW

## ITEM(S) I WOULD LIKE TO EXCHANGE

Leave blank if you have already re-ordered or if you are seeking a refund only

QTY	ITEM NUMBER	DESCRIPTION	SIZE	COLOR	PRICE

We gladly accept returns within 30 days of merchandise purchased from our company (correct order number required) returned in its original condition. Original condition means unworn, unlaundred and unembellished/customized. Some exceptions are listed below.

Please try on all footwear in a clean carpeted area to prevent scratches, scuffs or stains to the item. We will be unable to accept items not in their original condition.

If you are returning a goal or other large field equipment product, please contact us in order to receive a return authorization number and instructions shipment on oversized product.

We cannot accept returns on signed memorabilia in order to protect authenticity standards, or on videos or DVDs if the cellophane packaging has been removed.

All items that have been sold as a set (i.e.: warm-ups, shoes, gloves, guards, etc.) must be returned as a set. New items sold with a gift should be accompanied by the gift upon returning.

Credits will be made to the original form of payment on the order. Shipping costs are not refunded. If an error was made in processing your order please contact us so that we can correct the error and get you the products you need. In the event that a return is accepted 6 months or more from the purchase date, we can only provide your exchange in the form of a gift card.

Due to the rigors of the game, all gear is expected to experience some wear and tear (especially footwear and gloves). It is our experience that truly defective items will be evident within the first 60 days of purchase. Loose threads, color loss, scrapes and minor gaps are all perfectly normal cannot be considered manufactured defect (poor workmanship or materials).

For our complete Returns policy or additional questions, please go on line to our website's Help section.

SHIP TO AN ALTERNATE ADDRESS

STREET

---

CITY/STATE

---

ZIP

---