

Not right - Send it back and let us fix things

Customer satisfaction really matters to us. If you are not happy with any of our products, let us know immediately by emailing to secure a replacement or refund. Discover our process for such situations below.

Returns

- If you have received the wrong item/s or your items are faulty, we will refund the cost of return to us and redeliver for free.
- If returning for any other reason, we ask that you organise the return of the items to us and cover the delivery costs. i.e you ordered the wrong size, we will advise of return delivery options and costs for returning the item to you

How to make a return

1. Contact us by phone (07966 363949) enquires@mowbraysportsclothing.co.uk please include original order No
2. Return the unworn garments to us in their original packaging
3. Leave the rest to us!
4. **Require a refund.** We'll provide a full refund to your original payment method within 5 working days of receiving the returned items.

If we cannot accept a return

We will replace all faulty customised items. However, we cannot provide returns on customised items that are not faulty, this includes customised bespoke items with club or team logo. For this reason, we ask you to take your time when designing your custom clothing before submitting them for production and selecting the size. These items also include personalised items i.e name – number – initials that have been included.

For health and hygiene reasons, we cannot exchange, or refund opened underwear/lingerie, control wear, hosiery and swimwear along with any face covering unless faulty. We can exchange or refund these items if hygiene strips and tags are in place and the original packaging is unopened and unmarked.

Please note!

You have 28 days from receiving your order to request a return. Once this period has passed, items cannot be returned unless faulty. - **Return Address Mowbray Sports & Corporate Clothing Ltd – Unit 8A Rekendyke Industrial Est South Shields NE33 5BZ**