

1. OUR RETURNS POLICY

Items must be returned within 14 days. This period begins from the day you receive your order.

2. FAULTY GOODS

If you find fault with any of the goods you have purchased then you may return them to us. If you purchased items via our online shop then you will need to return to our supplier Purple Promotions at the address below:

The Purple Company (UK) Ltd.
2 Christow Road
Marsh Barton Ind Estate
Exeter
Devon
EX2 8QP

If you purchased goods at our shop at Dulwich Hamlet FC then you may return them to us on a match day or by emailing us at info@dhst.org.uk

Please do not use any faulty items after finding the fault, or we may not be able to provide a refund. We will endeavour to replace the goods within seven days, or if returned to the shop at Dulwich Hamlet FC then we will replace them immediately if in stock.

If we are unable to replace the goods or provide you with a suitable alternative, we will offer you a refund (see refunds).

3. EXCHANGE OF GOODS

If you are not happy with the goods you have bought or an item of clothing is the wrong size, please get in touch with our supplier, Purple at ian@purplepromotions.co.uk (if purchased online) or at info@dhst.org.uk if purchased at our shop at Dulwich Hamlet FC.

We cannot exchange goods:

- after 14 days from the date of purchase.
- after an item has been worn.
- after an item has been taken out of its original packaging (this does not apply to clothing).

In the case of goods purchased online, you will have to return it to our distributor at your own cost, we will not be able to refund the postage and any replacements sent out will be subjected to further postage charges.

4. REFUNDS

In the event of us refunding your faulty or unwanted purchases we will refund your online account used to make payment within 14 days from the date we receive the goods back.

Any items bought from the shop at Dulwich Hamlet FC will be refunded in cash if you originally paid by cash or by PayPal if you bought the items by credit/debit card. Please note we cannot refund card payments in cash.

Dulwich Hamlet Supporters' Trust. October 2016.