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| ORDER DATE | PTS/MS NUMBER\* |
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RETURNS FORM

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| --- | --- | --- | --- | --- | --- |
| QTY | PRODUCT CODE | DESCRIPTION | SIZE(S) | REASON CODE | REASON FOR RETURN |
|  |  |  |  |  | A Damaged/Faulty  B Incorrect Size  C Incorrect Colour  D Incorrect Product  E Size Samples  F Other |
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Please complete the above and enclose this document in your

returning package – addressed to:

**Returns Department,**

**PUMA Teamwear**

**Unit 4 Alpha Point,**

**Bradnor Road, Sharston Industrial Estate,**

**Manchester.**

**M22 4TE**

\*We cannot accept any returns without your PTS Number

This can be found on order confirmation emails and order receipts.

HOW TO RETURN TO US:

RETURNS TERMS & CONDITIONS:

Due to the nature of our products, we cannot accept the return of goods that have been worn or used. The same applies for customised and/or personalised items, if it’s got your Club logo, printing, or any other branding, we can’t take it back. However, if you find that your purchase is faulty, we are happy to accept returns.

If a refund is required then all items must be returned to us in their original condition and packaging, within 14 days of delivery of your purchase. Unfortunately, we cannot accept a returned item that has been personalised unless it is a fault of the manufacturer.

Exchanging products is not possible due to technical reasons. Please return you item then place a new order in the PUMA Teamwear shop.

We reserve our right to refuse an exchange or refund if the goods returned are damaged or show signs of use or wear and tear. This does not affect your statutory rights.

For full terms & conditions please visit genesissports.co.uk/delivery-and-returns/