



Returns Form

We aim to make sure that you're completely happy with your order, but we sometimes accept that things aren't what they seem and we want to make the process of returning straightforward and easy.

Please complete the form below in full and include a copy with your returned item(s). We will be unable to process your return without an order number.

Repackage the goods in the original packaging or a suitable alternative. Any items must be returned in an unused/unworn condition, in their original packaging, and with all additional labels and tags intact. We reserve the right to refuse a refund if these conditions are not met. We cannot refund/exchange any items that have been personalised or customised unless they are faulty. Please be aware that, due to hygiene reasons, we cannot accept mouthguards back unless they are unopened

Take the parcel to a Post Office or an online parcel company who can often collect from your address. Please retain proof of posting until you have received a refund. We strongly recommend using a tracked service as we cannot be liable for any goods lost in transit.

We aim to process all returns within 5 working days of receipt, however it may take longer during busy periods. You will receive a confirmation from us via email once your return has been processed. Please only contact us if you have not had an email 7 days after your items have been confirmed as being delivered.

WE CANNOT PROCESS EXCHANGES SO IF YOU WOULD LIKE AN ALTERNATIVE SIZE, PLEASE ORDER IT ON OUR WEBSITE.

Name: _____ Order Number: _____

Article Number	Description	Quantity	Return Code

Reason Codes:

S: Incorrect Size **C:** Changed My Mind **X:** Incorrect Item Sent **F:** Faulty **O:** Other

Returns Address:

Returns Department - TK Hockey UK
Unit 8, Castlegate Business Park, Old Sarum, Salisbury, Wiltshire, SP4 6QX