



## Returns Made Easy

Our goal is to ensure your complete satisfaction with your order, and we understand that sometimes things may not meet your expectations.

Returning items should be a straightforward and hassle-free process. Please take a moment to fill out the form below and include it with your returned item(s). An order number is essential for us to assist you with your return.

To ensure a smooth return experience, kindly repackage the items in their original packaging or a suitable alternative. Please make sure the items are in an unused/unworn condition, still in their original packaging, and with all additional labels and tags intact. Meeting these conditions is vital, as we reserve the right to decline refunds if they are not met. Customised or personalised items can only be refunded if they are faulty. Please be aware that, due to hygiene reasons, we cannot accept returned mouthguards unless they are unopened.

You can drop off your parcel at a Post Office or arrange for collection with an online parcel company, many of which offer this service. Don't forget to keep proof of posting until you've received your refund. We strongly recommend using a tracked service to prevent any loss of goods during transit. Regrettably, we cannot be held responsible for items lost in transit.

We aim to process all returns within 7 working days of receiving them, although it may take a bit longer during peak times. Rest assured that you'll receive an email confirmation from us once your return is processed. If, after 7 days from your items being confirmed as delivered, you haven't received this email, please reach out to us.

Please note that we are unable to process exchanges. If you need a different size, kindly place a new order on our website.

We're here to make your shopping experience as smooth as possible, and we appreciate your understanding.

Name: \_\_\_\_\_ Order Number: \_\_\_\_\_

Description	Quantity	Return Code

Return Codes:					
B: Too Big	Q: Too Small	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