RETURNS FORM

Order Ref:_____ **Customer Name:** _____

Quantity	Description	Price	Refund (Y/N)	Replacement for Faulty Item (Y/N)	Reason Code

Reason Code

01:	Arrived Late	02:	Wrong Item Delivered	03:	Item Did Not Fit
04:	Ordered More than one Size	05:	Poor Quality/Faulty	06:	Not as Advertised

Extended Returns Policy

Purchases made from Monday Oct 24th 2022 can be returned until Sunday Jan 29th 2023. Our 30-day returns policy resumes on January 2nd 2023.

If you're unhappy with your purchase, we're happy to offer a refund on unused, re-saleable items returned with original packaging.

You can return your item to us with your Order Reference Number and this Returns Form completed, or alternatively you can bring to any of our stores.

FREE Returns to any of our Stores

Returns to our stores are completely FREE! You'll need to take your Order Confirmation Email, or your Order Reference Number, or this Delivery Docket, and the credit/debit card used to pay for the order (if applicable). Please check on www.elverys.ie for our store locations and opening times.

Returns via Post

You can post your item back to our Distribution Centre. Fill in this Returns Form or enclose a note detailing your name, address, contact number, Order Reference number and reason for return. Package the items carefully in their original box or secure outer wrapper where possible, and send them back clearly addressed to:

Online Returns, Intersport Elverys, Moneen Bradagh Industrial Estate, Castlebar, Co. Mayo, F23 TE27, Ireland

We recommend that you use registered post to return your item. You can purchase a returns label from An Post and drop your parcel off at your local post office or collection point, or you can purchase a parcel collection from your preferred address, please see www.anpost.com/Post-Parcels/Click-and-Post/Returns for details.

Exceptions

We cannot offer exchanges on Online Returns unless faulty

We can't accept returns of face-masks, face-coverings or underwear.

Swimwear will only be accepted for a return if the hygiene strip is in place.

Personalised items (e.g. printed jerseys) cannot be returned/exchanged unless faulty.

If you wish to return an item bought as part of a multi-buy promotion (e.g. 3 for 2, Buy One Get One Free, Buy One Get One Half Price etc.), you will forfeit any saving/benefit made based on the initial multi-buy offer.

Gift Vouchers are treated like cash and are therefore exempt from the returns policy. If a voucher is lost, stolen etc. it will not be replaced under any circumstances.

Returns of Home Gym, Basketball Units, Tables, Oversized items

Please contact HomeGymHelp@elverys.ie if you have a query on returning a Home Gym/Basketball Unit/Table or Oversized items.

Some FAQ's

I haven't received all of my order?

Due to the size, weight, or shape of your purchases they may need to be dispatched separately. While these would leave our Distribution Centre at the same time, these may be delivered on separate dates. Home Gym, Basketball Units, Tables, Oversized items will be delivered separately by our Home Gym Delivery Team.

How long will it take to process my return?

Returns are usually processed as soon as possible once they are received back but please allow up to 7 days for refunds to show up on your account. This depends on how long your bank or card issuer takes to process the refund on their side and it's something we have no control over. We will refund you by the same method as payment you used when you originally placed your order, for customers using credit/debit cards this will be refunded back onto the same card. For customers using Gift Cards or One4All Cards, this will be refunded back onto the same card so please ensure you keep these.

Who pays for the return?

You will need to pay the return postage costs, unless the item is faulty. We recommend that you use a carrier who can give you a proof of posting, until the parcel is received by us it remains your responsibility. Returns to Intersport Elverys stores are free of charge.

What happens if I receive the wrong item in my order?

In the unlikely event you receive the wrong items, please contact us straight away. The quickest way is to email online@elverys.ie or call 0949608970

What happens if the item is faulty?

If you think that we have sent you a faulty product, please contact us straight away. You can bring your item to your nearest store for assessment or alternatively email online@elverys.ie or call 0949608970. Determination as to whether a product is faulty or not will be at the sole discretion of Intersport Elverys. If a product is determined to be faulty, we will refund your original delivery charge and you won't be charged for any extra postage costs incurred.

Contact Us

If you need any further help, contact our Customer Service team by emailing online@elverys.ie or call 0949608970.

Full terms and conditions can be found on our terms and conditions page, please see www.elverys.ie for details