

# Retail Returns Policy

1. We want you to be completely happy with your PlayerLayer/UoN Sport purchase, however if you do need to return any non-personalised items for a refund, please do so within 28 days of purchase by visiting a University of Nottingham Sport centre.
2. For a refund to be processed please ensure you have proof of purchase (the receipt) and the bank card used to purchase the item.
3. If you wish to exchange an item due to a defect or incorrect size, please visit a University of Nottingham Sport centre.
4. Items must be in the same condition that you received it for a refund or exchange to be processed.
5. Please note that personalised garments cannot be returned unless there is a manufacturing defect or the item is not as ordered. (Swimwear can only be returned if the item is faulty, or unworn and the hygiene seal is intact).

This policy is offered in addition to your statutory rights.

