

Our Returns policy varies depending on the type of products you have ordered. See below for more information on each type of order and their return eligibility. Your statutory rights are not affected. Please read this information carefully avoid disappointment.

**BESPOKE ORDER** – Goods that have been designed using our kit designer, or have been purchased on behalf of a School/College/University or organisation, or whose kit is of a bespoke design (i.e. not available as part of our Stock range). These bespoke goods are non-returnable and cannot be refunded.

**Exception:** *We will only accept returns for Bespoke orders in the event of a manufacturing fault. Where the fault is evident on delivery, for example, a name has been spelt incorrectly, this must be reported to Kukri immediately and the faulty item returned within 14 days of delivery, in their original condition, with all tags, bags and labels attached. Kukri reserve the right to reject your claim if you report or return your goods after the 14th day of delivery. For more information, please see our Terms and Conditions. For all other faults, please call our Customer Services Team.*

**PERSONALISED/CUSTOMISED ORDER** – Stock item(s) that you have customised, or where you have purchased customised stock on behalf of a School/College/University or organisation, whose kit include logo(s), name(s) and/or number(s). These garments are non-returnable and cannot be refunded.

**Exception:** *We will only accept returns for Personalised/Customised orders in the event of a manufacturing fault. Where the fault is evident on delivery, for example, a name has been spelt incorrectly, this must be reported to Kukri immediately and the faulty item returned within 14 days of delivery, in their original condition, with all tags, bags and labels attached. Kukri reserve the right to reject your claim if you report or return your goods after the 14th day of delivery. For more information, please see our Terms and Conditions. For all other faults, please call our Customer Services Team*

**PLAIN STOCK** – You can return plain stock items to us within 14 days of delivery for a refund. The garments must be in their original condition, with all labels, bag, and tags intact. Any garments returned outside of this time will not be accepted. We will process accepted returns for a refund within 10 working days of receiving your return.

**SAMPLE ORDER** – Where a sample order has been agreed as returnable, they should be returned to Kukri within 28 days of the despatch date. Any samples returned outside of this time will not be accepted and you will not be eligible for a refund of your deposit. The garment must be returned in their original condition with all labels, tags and bags intact, soiled samples will incur a £5 dry cleaning charge. Damaged garments will result in the deposit being retained. Bespoke and customised orders are non-returnable when purchased as a sample.

**NB.** *Samples must be returned via your own courier arrangement or registered post. Please ensure you can track the package; in the event it is not received by Kukri as we are not responsible for returns that do not arrive.*

Please take reasonable care of the goods while in your possession. We ask that all labels and tags are not removed until you are sure that you are keeping your goods, along with any original packaging, to avoid rejection of your return. This is applicable for both faulty and non-faulty items. Goods should not be soiled or damaged in any way.

Kukri are now able to offer a free returns service for all returns weighing less than 15kg. When you are issued with a return form you will also receive a link to our approved courier's website, where you will be able to arrange your return. Should you prefer or for returns over 15kg you can send via your own courier arrangement, or registered post. Please ensure you can track the package, as in the event it is not received by Kukri we are not responsible for returns that do not arrive. **If you choose to use an alternative courier, please note that the return cost is payable by the customer.**

Please allow 10 working days for your return to be processed from the date we receive your return, and a further 5-10 working days for any refund to clear into your account. This is dependent on your bank or credit card company.

Please note: Our standard product warranty for garments is 6 months from manufacture.

If you would like to discuss your order, you can email our Customer Services team at [contact@kukrisports.com](mailto:contact@kukrisports.com) or you can telephone them 01772 338899 where one of the team members will be happy to help.