






Arsenal Direct Returns Form

1  Complete the returns form by filling out your reasons for return. You can download a returns form below.

2  Add our returns address to the parcel.

3  Put in the post - it's best to use a tracked method. We will confirm your refund/exchange by email. Please retain your proof of postage until we have confirmed your return has been processed.

Your Order

Order Number	
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Product Code	Description	QTY	Size	Refund (Please tick)	Exchange (Please tick)	New Size	Reason Code	Reason for Return
								A. Too small
								B. Too large
								C. Colour
								D. Wrong item sent
								E. Faulty
								F. Too late
								G. Quality
								H. Not as online image
								I. No longer required
								J. Other

Returns Information

We trust you are happy with your purchase. However, if there is a problem please follow the steps outlined above and return goods to us in line with our returns policy.

Please note we do **not** exchange items **unless** they are the same product code and value.

If your item is faulty please e-mail us first at customerservice@arsenaldirect.co.uk for further instructions.

Goods are returned at your own expense. We recommend that you return goods using a tracking service.

Arsenal Football Club accepts no responsibility for goods that are lost or damaged in transit.

In particular please note the following

- Goods must be returned within 28 days of delivery in unworn, undamaged and unused condition.
- As a consumer, subject to certain exceptions, you may cancel your order in full within 15 days, beginning the day after you receive the goods.
- Goods may be returned to us by post following the instructions above or in person to our store locations. Please bring your shipping e-mail as proof of purchase. Please see <https://arsenaldirect.arsenal.com/ourStores> for store details.
- Refunds will be made via your original payment method.
- Personalised products, unless faulty, may not be returned for refund or exchange in any circumstances.
- Your statutory rights are unaffected.