



The Mend-A-Hose Jungle
Wheldon Road, Castleford
West Yorkshire, WF10 2SD

☎ 01977 552 674

✉ info@castigers.com

🌐 www.castlefordtigers.com

DELIVERY AND RETURNS POLICY

Returns Policy

At Castleford Tigers we want you to be happy with your purchase. If you are not completely satisfied with a product, you can make a return to us with 14 days of purchase.

The item must be unused with its original packaging (including any tags) and in a re-saleable condition; this includes no writing, marking or instructions on the packaging.

We may accept returns after 14 days but only at our discretion. In such an instance, credit may not be 100% of the value of the item, due to the cost of re-stocking.

To make a return, please seal the item in the original packaging and return it to us at the address listed. When doing so however, please email retail@castigers.com with your personal details, the reason for returning the item(s), the product code, quantity and your receipt/invoice number (if applicable), or details of the date of purchase. Any costs incurred sending Castleford Tigers a return are the responsibility of the customer.

Returning goods bought as special offers

If you return a single item bought as part of a multi buy discount offer (e.g. buy 2 and get the third half price) you will be refunded the full price of that item, less the total discount given in the offer. If you return all items purchased with the multi-buy discount, you will be refunded with the full multi-buy value. For combination purchases ('buy one get one free' or 'get the lowest item free'), you must return any free items or vouchers back to us in order for us to process a refund.

Damaged items

Damaged items must be reported to us within three days of purchase or receipt of delivery.



OFFICIAL CLUB POLICY DOCUMENT

Castleford Tigers is the trading name of Castleford Rugby League Football Club Ltd
Registered in England and Wales with company number 00214373.
The Mend-A-Hose Jungle, Wheldon Road, Castleford, West Yorkshire, WF10 2SD.
The VAT Registration Number is 181507372



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Shortages

Shortages must be reported to us within three days of purchase or receipt of delivery.

Credits

Once goods have been returned to us, we will then issue an exchange or credit note to the value of the goods purchased. The value of the credit note does not include any postage costs originally paid. Please be aware that any postage costs for returns to us and exchanges are also the responsibility of the customer.

Cancellations

If an order has not been dispatched, it may be possible to cancel the order, however, should the order have already been processed it will not be possible to stop the goods being delivered. If this is the case, simply return the goods to us, once the goods have been received by you.

Statutory Rights

Your statutory rights are not affected by our returns policy.

Delivery

The cost of shipping is added to your total when you are ready to complete your order. The post and packaging rates for the UK are varying dependant on weight and size of clothing and accessories. International postage is charged accordingly. We try dispatch orders on the same or next working day, however there may be delays during busy periods.

Disclaimer

We endeavour to ensure that the information provided on this website is as accurate as possible. However, we reserve the right to alter or change any items, designs, specifications or details without prior notification. Whilst prices are currently



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correct, they are liable to amendment at our discretion and without previous warning.

Please note; all items are subject to availability; garment dimensions are approximate; the colour reproduction of products is only as exact as the printing process allows; illustrations are not binding and the size guide is provided for advice purposes only.

All rights are reserved. Prices are only valid until the next amendment. Your statutory rights are not affected.

Feedback

Castleford Tigers online superstore is committed to providing you the customer, total satisfaction. If you have any comments or suggestions please email them to retail@castigers.com



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