

Schoolyard Returns and Exchange Policy

Returns and Exchanges

We want to ensure that all customers are satisfied with their purchases. If you need to return or exchange an item, please read the following policy carefully.

Returns Box

For your convenience, we provide a **Returns Box** located on our premises.

To use the Returns Box:

1. Complete the returns form in your order or download it from our website.
2. Place the item(s) and completed form in a sealed bag or envelope.
3. Clearly write the student's name, contact details, and order number on the outside.
4. Deposit the package in the Returns Box.

Collection and Processing

- The Returns Box is emptied regularly by authorised shop staff.
- Returns are normally processed within **5 working days** of collection.
- Refunds will be made using the original payment method.
- Exchanges are subject to stock availability. If the requested size or item is unavailable, a refund will be issued instead.
- We will contact you when your exchange is ready to be collected. Please wait for a confirmation text or email before coming to collect.

Responsibility for Items

While the Returns Box is checked regularly and reasonable care is taken to safeguard all returned items:

- Customers are responsible for ensuring that items are securely packaged and correctly labelled.
- We cannot accept responsibility for items that are placed in the Returns Box without adequate identification.
- We are not liable for items damaged due to improper packaging or for items left outside the Returns Box.

Eligibility for Returns

Items may be returned or exchanged provided that:

- They are returned within **30 days** of purchase.
- They are unworn, unwashed, and in their original condition.
- All original tags and packaging remain attached.
- The item is not personalised or specially ordered, unless it is faulty.

For hygiene reasons socks may only be returned if they are unopened and in their original packaging.

Faulty or Incorrect Items

If you believe an item is faulty or you have received the wrong item, please include a note explaining the issue when returning it via the Returns Box or contact the shop directly. Faulty or incorrect items will be assessed and, where appropriate, replaced or refunded.

Contact Us

If you have any questions regarding returns or exchanges, please contact us either by email - sales@schoolyard.co.uk or by phone - 01763245911.

Schoolyard Returns/Exchange Form

FAULTY ITEMS - In the unlikely event that you receive a faulty or damaged item, we ask that you call us on **01763 245911**. Minor faults must be reported within 60 days of purchase. Any faults outside of this time will need to be looked into with our supplier.

RETURNS - Items must be in a re-sellable condition and returned within 30 days of purchase date to receive a full refund. Please complete the form below and return with your item(s) to our in-house 'Returns' box or via post. If you are posting your items back please retain 'proof of postage'.

EXCHANGE - Items must be in a re-sellable condition and returned within 30 days of purchase date. Please complete the form below and return with your item(s) to our in-house 'Returns' box or via post. If you are posting your items back please retain 'proof of postage'.
Please ensure that you note the size you require.

Schoolyard Ltd Units 1&2 RO24 Jarman Way Royston Herts SG8 5FE

Please complete this form making sure that your original Order Number appears in the box below.

Child's Name:

Order No.

**Must be entered*

Date: School:

Name: Address:

Tel No:

Email:

..... Post Code:

Exchange item for another size:

Item (Qty)	Returned Size	Required Size

Important

We will call to advise when your exchanged or replacement item is ready. We would ask that you collect within 7 days from being notified.

Return Items - please indicate the reason for return in the table below:

- a) Fabric flaw b) Faulty stitching to seams c) Faulty zip / strap / fastenings d) Size not as label specification
e) Faulty logo f) Item not as customer ordered g) Item damaged in transit h) Other (please specify below).

Item (Qty)	Colour	Size	Location of fault	Reason for return