

ONLINE RETURNS

INTERNATIONAL SHIPPERS

Will be required to pay taxes and duties which may occur on this product(s), by their country. This extra cost is not covered by shopsoccerwest.com (Soccer West) in the shipping charges handling fees. Shipping prices, availability and timelines are not guaranteed and may change without any notice.

SHIPPING

All footwear being returned must be housed in a shipping box. Please do not return in original shoe box with a tracking label on. This will not be accepted with no exceptions. We are not responsible for any shipping costs including those of defected items to and from shopccerwest.com.

IN-STORE EXCHANGES

Exchanges are welcomed in the store. Any leftover value will be offered in the form of a gift card.

IN-STORE RETURNS

No in-store returns will be accepted under any circumstances including in store pickup.

RETURNS

We are always more than happy for you to return your gear if you are not happy with it because it does not fit, is not as cool as you thought it would be etc.

Saying this we are very strict and direct about what can and can't be returned.

If you have shoes with grass stains, marks, creases, field markings or smell of foot odor we will not accept them as a return. Try them on indoor only, wear all your soccer gear with them to make sure they fit well and you are certain they are the cool shoe you noticed on our site. Please don't wear them outside and expect a return.

Similarly if you spill some of your energy drink on your new Replica Jersey or try to send back a jersey with your appealing deodorant scent we will not accept it.

Basically we must be able to receive the product in a state such that we can re sell the item.

ALL TEAM ITEMS, CLUB/TEAM ORDERS, CUSTOMIZED, WORN/USED AND LARGE QUANTITY ORDERS ARE NON RETURNABLE.

DEFECTIVE ITEMS

We apologize if along the production line a stitch was missed and you received a defective product from us. These can be returned for a full credit within the first 90 days. After 90 days 10% will be deducted off the purchase price for each month after purchase.

EXCHANGES

All exchanges can be made using the following chart below. Simply fill in the information and return.

Customer Order		Date	
Order #	Reason	Product Name	Quantity

Reason Code: 1. Doesn't fit 2. Wrong Item Shipped 3. Not as expected 4. Damaged
Other _____

Return Product – Credit My Payment Method

Exchange Product (same style only) Exchange with: _____ Size _____ Color _____
(A refund will be processed if the product is not available).

Any comments:

