

Airsoft Cymru Sites Ltd

Returns Policy

This Policy

We understand there may be circumstances where you may need to return an item to us. Our returns policy is set out below. We will always process returns in accordance with this policy.

If you have any questions about making a return, or about the contents of this policy, you can contact us via:

Email info@airsoftcymrusites.co.uk

Phone 029 2280 6562

Social Media [Airsoft-Cymru-Official](#) on Facebook or [Airsoftcymrusites](#) on Instagram

If you are not happy with the way we deal with your return, you can raise a complaint by emailing:

katherine@airsoftcymrusites.co.uk

If You Change Your Mind

This section sets out our policy on 'change of mind' returns. Please refer to the section below in relation to faulty items.

Online Purchases

Before Dispatch

If you change your mind after you place an order online, you will have **15 minutes** after placing your order to cancel it. You can do this by:

Emailing info@airsoftcymrusites.co.uk

If payment has not yet been taken, we will not charge you after you have cancelled your order. If payment has already been processed, a refund will be sent to your original payment method.

If the purchase is a ticket to one of our game events, we do not offer refunds on these purchases but will happily rearrange a ticket for another event. You can arrange this by:

Emailing info@airsoftcymrusites.co.uk or telephoning 029 2280 6562

After Dispatch

If you change your mind and would like to return an item that you have bought online, you should notify us of this within **14 calendar days** of you receiving your item.

Returns By Post

You can return your item by following the steps below:

1. You should notify us that you intend to return your item within **14 calendar days** by:
Sending an email to info@airsoftcymrusites.co.uk and include any tracking numbers/delivery details as relevant
2. Once you have notified us of your return, you will receive an acknowledgment and instructions confirming how to return your item to us. Returns should be returned to us via: **UPS (due to carrier restrictions)**
3. You must cover the postage and shipping costs of your return. Shipping instructions and a shipping label will be provided to you. The cost of shipping will be deducted from your total refund amount.
4. You should ensure that your item is returned to us within **7 calendar days** of us acknowledging your return request.
5. We will conduct a quality check in-store to ensure the item is in saleable condition.

Returns to Our Store

If you change your mind and would like to return an item, you can also bring it into our store within **14 calendar days** of you receiving the item. The item must be unused and in its original packaging. You must provide us with proof of your purchase which will usually be your order number and confirmation email. We will conduct a quality check in-store to ensure the item is still in saleable condition.

Processing Your Return

Subject to the outcome of the quality check, we will refund you via your original payment method. If you return the item by post your refund will be sent to your original payment method within **14 calendar days**. If you return the item in-store, we will arrange a refund to your original payment method whilst you are in the store.

If you paid for the item by using a gift voucher, you will be credited with that amount on your gift voucher.

Exclusions

Please note that some online items may be excluded from our 'change of mind' returns policy. If this is the case, this fact will be marked on non-returnable products and made clear to you at the time of your purchase. Online items which are non-returnable in these circumstances include:

Face shields, Goggles, Mesh eye protection, Shemaghs, Ear plugs, hats and other products that may come into contact with bodily fluids.

In-store purchases

We do not currently offer the option of a return if you change your mind once you have purchased a product. If your item is faulty and you wish to return it, please refer to the section below:

This section does not affect your statutory rights.

How to return

We really hope that you will not need to return a faulty item to us. If you do need to do so, you should follow the instructions in this section.

If you are returning a faulty item within **30 calendar days** of purchasing your goods, you can request a full refund from us.

If you are returning a faulty item after this period, you may request a repair or replacement from us in the first instance. If you are still not happy after a repair or replacement, you may be entitled to all or some of your money back, in accordance with your consumer rights.

Returns By Post

You can return an item to us by post. You can notify us of the fault by:

Emailing info@airsoftcymrusites.co.uk

Once you have notified us of the fault, you will receive an acknowledgment and instructions confirming how to return your item to us. We will cover the postage and shipping costs of your return. We will send you a shipping label for: **UPS (due to carrier restrictions)**

The courier will usually specify that the label should be used within a fixed period. You will be provided with instructions about this with the shipping label.

Once we receive your returned item, we will conduct a quality check and we will notify you of the outcome. If you are entitled to a refund, this will be sent to your original payment method within **14 calendar days** following the outcome of the quality check.

If you are entitled to a repair or replacement, we will usually arrange this within **28 calendar days** following the outcome of the quality check.

Returns to Our Store

You can return a faulty item to us at our store. Please make sure you bring your proof of purchase with you. We will conduct a full assessment of the problem and a quality check.

If you are entitled to a refund, this will be sent to your original payment method within **14 calendar days** following the outcome of the quality check.

If you are entitled to a repair or replacement, we will usually arrange this within **28 calendar days** following the outcome of the quality check.

The rights in this section exist separately from any warranty you may also have. Please contact us if you would like to discuss any applicable warranty either by:

Emailing info@airsoftcymrusites.co.uk

Or

Telephoning 029 2280 6562

Many Thanks

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