

Policies and Procedures

TERMS AND CONDITIONS

The following terms and conditions govern all transactions between Worldwide Sporting Goods and Specialty Sports. Any change in terms and/or conditions, whether oral or written, must be approved by the management of Worldwide Sporting Goods.

DELIVERY

All shipments are FOB Worldwide Sporting Goods regional warehouse. Unless previous arrangements have been made, shipments will be made by the most economical method.

PAYMENT

Net payment is due in 45 days.

MINIMUM ORDER

Minimum order is \$250.00 net. Minimum reorder is \$100.00 net. A surcharge of 3% of order will be applied to all orders below the minimum. To avoid a surcharge, please ensure that orders meet minimum requirements. The customer is responsible for consolidating smaller orders to meet minimum requirements.

RETURNS

We understand that sometimes products need to be returned. Whether your item has developed a fault, is damaged or is no longer required, we can help you out.

CANCELLATIONS

Authorized returns must be sent prepaid. Specialty Sports will be reimbursed for shipping costs, provided the merchandise is returned unopened and in its original packaging. It is the responsibility of Specialty Sports to pack goods properly so that all returned merchandise is undamaged. All returned merchandise is subject to a 15% handling charge, unless the goods are being returned because they were received by Specialty Sports in damaged condition or were defective.

RETURNING YOUR PRODUCT TO STORE

Regardless of how you purchased your product from us, it can be returned to your local store. You can find your nearest store [here](#).

Unwanted products

An unwanted product can be returned within 21 days of delivery as long as it's still in original, unopened packaging.

Returns and exchanges can only be processed with proof of purchase. This can be the sales receipt, a bank statement or an online sales invoice.

We cannot return unwanted items after 21 days of purchase, nor can we return items that have been used.

In accordance with your rights when you purchase goods online, unwanted products can be returned open so long as you let us know you want to return them within 14 calendar days from the day after delivery. They must include all original packaging, be in 'as new' condition and must not have been used, installed or had any data input on them.

Items delivered direct from the Manufacturer cannot be returned to one of our stores.

Faulty products

It's bad enough that your product develops a fault, so we try to make our returns or repair service as painless as possible.

You always have the option of an exchange or refund if the fault occurs within 21 days of delivery. If the fault with your product occurs within its guarantee period (normally 12 months from delivery) we will offer you a prompt repair service. In all cases we reserve the right to inspect the product and verify the fault.

We do not cover faults caused by accident, neglect, misuse or normal wear and tear.

Items delivered direct from the Manufacturer cannot be returned to one of our stores.

Damaged products

If you unpack your product and find it damaged, you can return the product to one of our stores within 48 hours of delivery.

If you cannot make it back to store or in the case of large items, please call our customer service at 1-800-555-5555 to arrange collection.

For more information, please call our customer service at 1-800-555-5555.