

## **MERCHANDISE RETURNS POLICY**

This policy covers all merchandise. No returns are available for medals, greeting cards that are part of virtual races or challenges unless broken or damaged on receipt.

We are happy to offer a refund within 28 days of dispatch of your order. You must inform us within 14 days from the dispatch date that you wish to return, you then have up to 14 days to return the item(s).

The item(s) have to be unused with labels and packaging intact. When you return you must cover the shipping charges. As soon as we receive them, we will issue your refund, back to your original payment method, however you will not be reimbursed for the original shipping charges.

Where you are returning an item(s) that is part of a larger order, we will refund for the item minus any increased postage costs that you would have incurred had you not originally ordered the returned item (i.e if you qualified for free postage by ordering this item but then you return it and it takes you below the free postage rate, postage would be deducted from your refund).

We do not take responsibility for any goods lost during the return shipping, this would need to be taken up with the shipping provider. We strongly advise you send any returns using a tracked service. When returning an item please ensure the correct postage amount is paid, any costs incurred by ourselves due to insufficient postage on a return will automatically be deducted from any refund.

## **HOW TO RETURN**

Please ensure you contact us first at [run@medalmiles.com](mailto:run@medalmiles.com) and state the following:

- Your order number
- Which item you wish to return
- The reason for the return

We will then issue your return details. If you do not contact us before returning the item, you run the risk of not receiving your refund. We do not take responsibility for any lost packages you have sent to us.