

Henley Rugby Football Club Limited

Refunds and Returns Policy

Effective Date: 18th August 2026

Henley Rugby Football Club Limited ("Henley RFC", "the Club", "we", "us" or "our") is committed to providing quality products and services through our Club Shop and Membership Scheme. This Refunds and Returns Policy explains your rights and our procedures regarding refunds, exchanges, returns and membership cancellations.

1. Club Shop Purchases

1.1 Returning Unwanted Items

If you have purchased an item from the Club Shop and have changed your mind, you may return it within 14 days of receipt provided that:

- The item is unused and in its original condition.
- All tags, labels and packaging are intact.
- Proof of purchase is provided.

Refunds will be issued to the original payment method within a reasonable period after the returned item has been received and inspected.

The customer is responsible for return postage costs unless the item is faulty or was supplied incorrectly.

1.2 Faulty, Damaged or Incorrect Items

If an item is faulty, damaged upon receipt, or different from the item ordered, please contact the Club as soon as possible and preferably within 30 days of receipt.

Where an item is confirmed to be faulty, damaged or incorrectly supplied, the Club will offer one of the following remedies:

- A replacement item;
- A repair (where appropriate); or
- A full refund, including reasonable return postage costs.

Photographic evidence may be requested before a refund or replacement is approved.

1.3 Non-Returnable Items

Unless faulty, the following items cannot be returned:

- Personalised or custom-made products;
- Items made to a member's specific requirements;
- Gift vouchers or gift cards;

- Perishable goods.

2. Membership Sales

2.1 Membership Fees

Membership fees support the ongoing operation, maintenance and development of Henley Rugby Football Club Limited and are non-refundable except at the sole discretion of the Club in exceptional circumstances.

By purchasing a membership, you acknowledge and agree to this policy.

2.2 Exceptional Circumstances

The Club may, at its absolute discretion, consider requests for partial refunds in exceptional circumstances, including:

- Serious illness;
- Bereavement;
- Relocation preventing reasonable use of membership; or
- Other circumstances considered appropriate by the Club.

Any decision made by the Club shall be final.

2.3 Membership Suspension or Termination

If membership is suspended or terminated due to a breach of the Club's rules, regulations or code of conduct:

- No refund will normally be provided.
- Any outstanding disciplinary procedures will not affect the Club's right to retain membership fees already paid.

3. Events and Match Tickets

Unless a separate event-specific refund policy applies:

- Match tickets and event tickets are non-refundable except where required by law.
- If an event is cancelled by the Club, a refund or alternative arrangement may be offered.
- If an event is postponed, tickets may remain valid for the rearranged date.

4. How to Request a Refund

Henley Rugby Football Club Limited
Dry Leas, Marlow Road
Henley-on-Thames
Oxfordshire RG9 2JA

Email: admin@henleyhawks.co.uk

Telephone: 01491 574499

Please provide:

- Your name and contact details;
- Proof of purchase;
- Details of the item or membership purchased; and
- The reason for the refund request.

5. Consumer Rights

Nothing in this policy affects your statutory rights under applicable consumer protection legislation, including the Consumer Rights Act 2015 and other relevant UK consumer laws.

Approved by: Henley Rugby Football Club Limited

Version: 1.0

Review Date: [18th August 2029]