

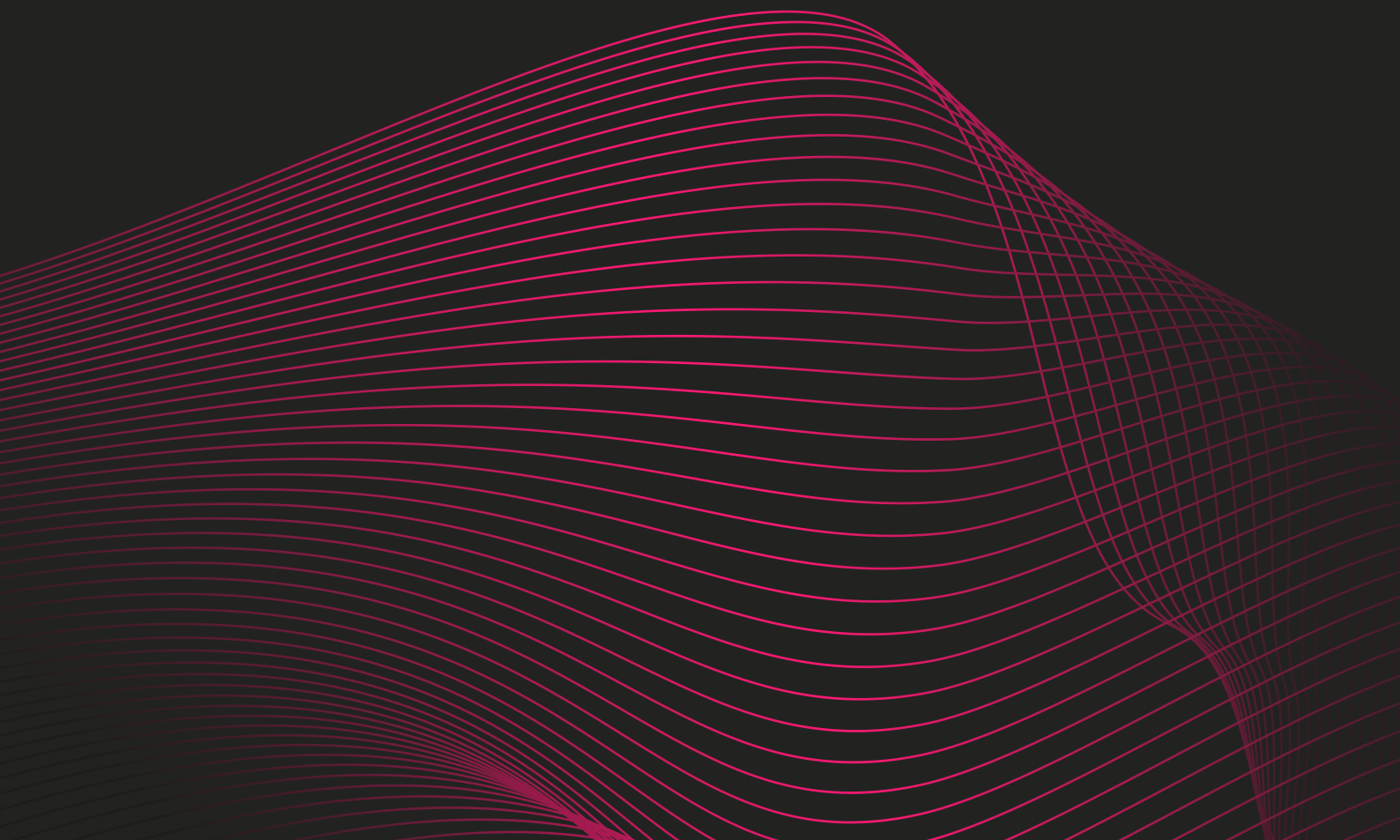


MIDDLE EAST

# SIZING, ORDERING & RETURN DOCUMENT

SUPPORTING THE EDUCATION OF FUTURE SPORTING STARS

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## HOW TO ORDER

All sports kit will be available to purchase on the below link.

[www.kukrisports.ae/teamshop/kukri/showShops?clubType=School-M](http://www.kukrisports.ae/teamshop/kukri/showShops?clubType=School-M)

This will be a one-stop shop for parents & students to buy all of the sports kit required across the school year.

Orders placed on the online shop will be despatched within 3-5 working days. Free delivery is available for orders above 100 AED. A delivery fee of 18 AED will be charged to any orders below 100 AED.

Once your order has been placed, you will receive an email confirmation with the order reference, along with a target delivery date. This email also will provide a link for you to track your order. If you do have any queries on your order, please contact us quoting your order reference.

## HOW TO TRACK YOUR ORDER

Please follow the link below to Aramex tracking website, use your shipment number you received from Aramex to track the shipment and see estimate delivery date and time.

<https://www.aramex.com/ae/en/ship/my-shipments>

## TEAMWEAR

### MEN'S / UNISEX SIZE

	2XS	XS	S	M	L	XL	XXL	3XL	4XL
To Fit Chest	34"	36"	38"	40"	42"	44"	46"	48"	50"
To Fit Waist	28"	30"	32"	34"	36"	38"	40"	42"	44"

### WOMEN'S SIZE (UK SIZING)

	6	8	10	12	14	16	18	20
To Fit Chest	30"	32"	34"	36"	38"	40"	42"	44"
To Fit Waist	24"	26"	28"	30"	32"	34"	36"	38"

### KIDS UNISEX

Size	To Fit Chest	To Fit Waist
Age 3/4	20-22"	21-22"
Age 5/6	23-24"	22-23"
Age 7/8	25-26"	23-24"
Age 9/10	27-28"	24-25"
Age 11/12	29-30"	25-26"
Age 13/14	31-32"	26-27"

### YOUTHS UNISEX

Size	To Fit Chest	To Fit Waist
YS	28-29"	25-26"
YM	30-31"	26-27"
YL	32-33"	27-28"

## SOCK SIZING

### UK SIZES

2	3	4	5	6	7	8	9	10	11	12
35	36	37	38	39	41	42	43	44	46	47

### EU SIZES

35	36	37	38	39	41	42	43	44	46	47
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## KIDS SOCK SIZING

### KIDS UK SIZES

12	13	1	2
30	32	33	35

## SWIMWEAR

### MEN'S / BOYS SWIMWEAR

	2Y/01	4Y/02	6Y/03	8Y/04	10Y/05	S	M	L	XL	2XL	3XL	4XL
Age	4	6	8	10	11	12	14	ADULT				
To Fit Waist	22"	24"	26"	28"	30"	32"	34"	36"	38"	40"	42"	44"

### WOMEN'S / GIRLS SWIMWEAR

	2Y/01	4Y/02	6Y/03	8Y/04	10Y/05	S	M	L	XL	2XL	3XL	4XL
Age	4	6	8	10	12	14		ADULT				
To Fit Chest	22"	24"	26"	28"	30"	32"		34"	36"	38"	40"	42"

# HOW TO RETURN

We've simplified our returns process, to make it easier for you. Please ensure that you follow the steps below, as failure to do so may cause delay or non-acceptance of your return. For full details on our Returns Policy please refer to our Terms & Conditions.

Items will be returned to us for a refund only, you will need to place a new order for the items you wish to replace them with if needed.

No returns will be accepted without the returns reference in the package so please ensure this has been added on before sending the goods back. The return reference will be a RM number.

## **Step 1 | Arrange your return online**

It's simple and easy to do this. Click to go to your account and select which order you'd like to return under the 'Completed Orders' tab.

## **Step 2 | Fill in the online form**

Follow the steps in the online returns form. Select the item(s) you wish to return and give the reason you are returning the item(s).

Once you submit the form, you will be given a returns reference which has to be included when sending these back. An example of a return number will be RM.034128.

## **Step 3 | Arrange delivery**

Arrange delivery of your return with a courier of your choice, our preferred supplier is Aramex.

## **Step 4 | Processed**

Return will be processed. This refund could take up to 10-15 working days depending on your bank terms and conditions.

## **HOW TO RETURN TO A COLLECTION BOX AT SCHOOL**

Please follow **Steps 1** and **2** as above.

## **Step 3 | Drop Off**

Drop your return in the collection box at the school's reception.

# RETURNS POLICY

## **Bespoke**

Goods that have been designed using our Kit designer, or have been purchased on behalf of a School/College/University or organisation, or whose kit is of a bespoke design (i.e. not available as part of our Stock range). These bespoke goods are non-returnable and cannot be refunded.

**Exception:** We will only accept returns for Bespoke orders in the event of a manufacturing fault. Where the fault is evident on delivery, for example, a name has been spelt incorrectly, this must be reported to Kukri immediately and the faulty item returned within 14 days of delivery, in their original condition, with all tags, bags and labels attached. Kukri reserve the right to reject your claim if you report or return your goods after the 14th day of delivery. For more information, please see our Terms and Conditions. For all other faults, please call our Customer Services Team.

## **Stock Shop Items**

You can return plain stock items to us within 14 days of delivery for a refund only. The garments must be in their original condition, with all labels, bag and tags intact. Any garments returned outside of this time will not be accepted. We will process accepted returns for a refund within 10 working days of receiving your return.

Please take reasonable care of the goods while in your possession. We ask that all labels and tags are not removed until you are sure that you are keeping your goods, along with any original packaging, to avoid rejection of your return. This is applicable for both faulty and non-faulty items. Goods should not be soiled or damaged in any way.