

**Privacy Policy**

This website is the online shopping outlet of NBS Rugby. Our privacy policy is set out below and details the use of information which you provide to us and which we collect, will only be kept for our own marketing purposes.

**Security**

We utilise the latest in Secure Saver Technology to ensure that all personal and transactional information is protected to the highest standard.

**Assistance**

If you have any questions about our privacy policy or require technical assistance, please contact us on 01513365525 or email [info@nbsrugby.co.uk](mailto:info@nbsrugby.co.uk)

**Personal Information**

We only collect information when it is voluntarily submitted to us, to process and fulfil your order and to notify you about important functional changes. We will also send you emails and newsletters from time to time to inform you about our products, promotions, services and special offers. We may make our mailing list available to other reputable companies whose products and services may be of interest to you. You can opt out at any time by sending an email to NBS Rugby Customer services on [info@nbsrugby.co.uk](mailto:info@nbsrugby.co.uk) writing '*unsubscribe*' in the subject heading.

**Non Personal Information**

We automatically collect non personal information from the use of this website to help us develop and improve it further. We do not individually identify users from this information.

**Returns Policy**

NBS Rugby want you to be happy with your purchase. If you are not completely satisfied with a product you can make a return to us with 7 days of purchase. The item must be unused with its original packaging and in a resalable condition; this includes no writing or instructions on the packaging.

We may accept returns after 7 days, but only at our discretion. In such an instance, credit may not be 100% of the value of the item, due to the cost of restocking.

To make a return, please seal the item in the original packaging and return to NBS Rugby. When doing so however, please email [info@nbsrugby.co.uk](mailto:info@nbsrugby.co.uk) with your

personal details, the reason for return, product code, quantity and your receipt/invoice number if applicable or details of the date of purchase.

**Returning goods bought as special offers**

If you return a single item bought as part of a multi buy discount offer (e.g. buy 2 and get the third half price) you will be refunded the full price of that item, less the total discount given in the offer, if you return all items purchased with the multi buy discount, you will be refunded with the full multi- buy value. For combination purchases ('buy one get one free' or 'get the lowest item free'), you must return any free items or vouchers back for us to process a refund.

**Damaged items**

Damaged items must be reported to us within three days of purchase or receipt of delivery.

**Shortages**

Shortages must be reported to us within three days of purchase or receipt of delivery.

**Credits**

Once goods have been returned to NBS Rugby, a credit will be raised against your credit/debit card. Please be aware that this process may take up to 14 days from receipt of the goods by us.

**Disclaimer**

The items produced and manufactured by NBS Rugby, are not normally intended for, or suited to home use.

**Cancellations**

If an order has not been dispatched, it may be possible to cancel the order, however, should the order have already been processed it will not be possible to stop the goods being delivered. If this is the case, simply return the goods to NBS Rugby, once the goods have been received by you.

**Statutory Rights**

Your statutory rights are not affected by our returns policy.