



SASFC REFUNDS POLICY

All SASFC purchases and registrations are subject to the following Refunds Policy

Refund of playing fees

Registration for any SASFC programme is deemed to be active upon payment of fees in advance of the entire programme, unless alternative payment arrangements have been requested and accepted.

Depending on specific circumstances, purchases in the form of fees for a SASFC activity or programme (as opposed to merchandise) may be either converted to Game Credits, lodged as a Credit Note against future registrations, or refunded to the cardholder at the sole discretion of the SASFC President or delegated financial officer.

These mechanisms are normally invoked when player is no longer able to complete a significant portion of the programme for any reason, such as illness, injury, relocation or other unforeseen circumstances.

Late registrations (players registering after the commencement date of a programme) may qualify for a credit note against future registration fees, on request and at the discretion of the club President or delegated financial officer.

Game Credits are the primary method used for the reimbursement of fees, as they incur no administration fee and are offered pro-rata, calculated as the total registration fee divided by the number of sessions missed. Game Credits must be redeemed against fees payable for the next available programme or activity, unless specifically agreed otherwise.

Requests for **Refunds and Credit Notes** must be considered with respect to the outlay in time and resources already incurred by SASFC in the course of registering, allocating and delivering an activity to a participant. All refunds and monetary credits are subject to the deduction of these administration charges, at the discretion of the Club President or delegate.

When a refund request is accepted, funds may be transferred back to the originating credit card or nominated bank account, or optionally held as a credit against future invoices. No cash refunds will be given.

Refunds for merchandise purchases

With respect to merchandise and all other (non-participatory) SASFC Online Shop purchases, our Refunds Policy lasts 30 days. If 30 days have elapsed since your purchase, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, **your item must be unused and in the same condition** that you received it. To complete your return, we may require a receipt or proof of purchase. Return items should be placed in original packaging where possible, printed with your name, address and contact phone number.

Please do not send your purchase back to any third-party supplier or manufacturer. Items will normally be returned to SASFC at a nominated address.

There are certain situations where only partial refunds may be granted, at the sole discretion of SASFC:

- Any item not in its original condition, is damaged or missing parts
- Any item that has been personalised or modified, either by SASFC on your behalf, or by yourself
- Any item that is returned more than 30 days after delivery

Unless an item is returned as faulty, or we determine it was dispatched in error, you will be responsible for both original shipping costs any costs incurred in returning or replacing your item.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within a reasonable time period.

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us: support@sasfootball.club

Exchanges

We will replace non-personalised items found to be defective or damaged prior to delivery free of charge. Exchange of items that turn out to be too small/large or ordered in error will normally incur additional shipping fees.

If you need to exchange an item, send us an email at support@sasfootball.club whereupon we will normally ask you to return the item. Please note conditions for 'Refunds for merchandise purchases' above: assuming all conditions for return are met, once the item is returned we will normally refund you and simply ask you to re-order the item from the shop.

Should any of the conditions for returns not be met, or the item has been personalised with player name, initials, etc a proportion of your refund may be withheld towards restocking requirements.

Shipping

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will normally be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary. In-stock items are normally delivered within 10-14 days of receipt of your order. No responsibility is assumed by SASFC for items delayed by third-party warehousing or shipping, nor any consequences that may result.

These Terms are supplementary to our [General Payment Terms & Conditions](#)