

# Birmingham City Football Club

## Terms and Conditions: Kit Launch 2009/10

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### Away Kit Launch Schedule

**On General Sale:** Saturday 11th July

**Last order dates for pre-orders** (guaranteed delivery on launch day):

UK Customers: Midnight Tuesday 7<sup>th</sup> July

International Customers: Midnight Thursday 2<sup>nd</sup> July

### Home Kit Launch Schedule

The launch date for the brand new home kit is yet to be confirmed, however by pre-ordering now we will guarantee to deliver the kit to you on the day of launch (between the hours of 8am and 2pm).

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- Your order will be charged upon receipt and delivered to your door on the launch date. Any non kit related items ordered will be despatched at the same time as your replica kit.
- Your pre order will be delivered to you on the day of launch during the hours of 8am and 2pm by courier. A signature will be required. If no one is available to sign for the parcel it will be taken to your local sorting office for collection.
- The 2008/9 squad list is subject to change for 2009/10. And it will not be released in time for the launch date. Shirts can still be printed but are done so at your own risk, and are not refundable.
- Please note: All orders for delivery to another country are accepted subject to customers checking with their local customs office that the goods delivered maybe imported. Any penalty, duty or confiscation will be at the customers own risk and responsibility. Birmingham City do not accept any responsibility for any duty charges on goods by your customs office.

### Special Offers

- Please note all special offers are only available subject to availability and while stocks last. The monthly hot offers are not available in conjunction with any other offer.
- When you purchase items in any 3 for 2 special offer on the online store, your basket will show the value of all the 3 items when you check out. However, your card will **not** be charged and we will only process payment for the two higher priced items.

**Call: 0844 557 1486   ■   Email: [bluesdirect@bcfc.com](mailto:bluesdirect@bcfc.com)**

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### Refund Policy

- We want to ensure that you are completely satisfied with your purchase from Birmingham City Football Club. If for any reason you are unhappy with an item you are welcome to return it, in its original, unused /unworn condition, along with any wrapping and receipt to the superstore at St. Andrew's within 28 days from the date of purchase we will exchange it or offer a full refund.
- Some products are excluded from this guarantee and these include personalised, printed replica shirts, earrings, body jewellery, made to order items and underwear. Your statutory rights remain unaffected.
- Birmingham City accepts no responsibility if a player leaves the club or changes his squad number.
- Please note as other retailers sell our Umbro products, we are unable to refund or exchange any Umbro products without proof of purchase.

### Returning items by Post:

- If you decide you do not want an item or have ordered the incorrect size please return it to us by post at your cost to the following address only.

**Blues Direct  
Returns Department  
Birmingham City Football Club  
St. Andrew's Stadium  
Birmingham  
B9 4RL**

- Please include a covering letter, which includes your confirmation order number and the reason for returning the item/s.
- We will charge you a fee of £3.00 to send out a replacement for any exchanged items. This will be debited from the card details provided when placing your order unless an alternative method of payment is provided.
- Any items received back after 28 days of purchase cannot be refunded and will be returned to you.
- If in event of human error we despatched the incorrect items or you are unhappy with an alternative product please return the item and we will reimburse any postage charges paid by you to return the goods.

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### Returning items in store:

- Items can be returned in person to our St. Andrew's Superstore as per our Refund Policy.
- Without proof of purchase we are only able to offer an exchange to the value of the current selling price of the item.
- Please note due to the volume of Matchday trade we are unable to action refunds or exchanges in our St. Andrew's store 2 hours before kick off.