

Returns Policy

If you are not completely satisfied with your purchase and would like to exchange the item(s), we will exchange the products within fourteen days of purchase, with the exception of the following items: Personalised goods, books, DVD's, magazines/programmes, footwear, under garments and jewellery for hygiene reasons.

Cardiff Blues Brothers offer a shirt printing service to our customers where we are happy to print the names of players, past and present, along with family or given names. We are also pleased to print the names of places or dates which are synonymous with the Cardiff Blues e.g, Bilbao 18 or a family birthday such as Mam 50. Although the list is not exhaustive these are examples of the extent to which we will offer this service. Please note the personalisation of shirts are printed at the customers own risk. The Cardiff Blues Brothers cannot accept liability for any future player movements, or any loss or damage to personal property beyond our duty of care.

Refunds/Exchanges will be given on items that are new and unused, or faulty which are sent back to us with proof of purchase within 14 days from the date of purchase. All goods to be refunded/exchanged must be sent back by recorded delivery for your security as Cardiff Blues Brothers cannot accept any liability for lost parcels. We are unable to provide any refunds on postage.

All parcels must be sent back to:
Exchanges and Refunds
The Secretary
33A Ridgeway
Rumney
Cardiff
CF3 4AA.

If we feel the items returned to us are not of re-sellable condition, are not faulty, or have been purposefully tampered, altered, or damaged, we reserve the right to refuse the refund.

Missing parcels or damaged goods must be reported within 72 hours of purchase. To report a missing package please contact our shop via email merchandise@cardiffbluesbrothers.com

In the event of a missing parcel, we will provide you with the tracking reference number to trace the parcel. If the goods have left our facility then the issue must be taken up with the delivery service provider.

The wording herein does not affect your statutory rights.