

Dundonald LINKS

RETURNS POLICY

Here at Dundonald Links we are committed to providing exceptional customer satisfaction; that is why we are able to offer free returns or exchanges within 28 days of purchase. This allows you to return any product for store credit, different products or a refund to the original amount paid.

Please note the following exceptions to our return and exchange policy:

- Any device where the warranty has been registered or additional software downloaded
- Goods which have been supplied according to your particular specification
- Items which display visible signs of wear, use or washing
- Returned items must come with correct clothing tags

Returning Faulty Goods

As an authorised stockist of several major vendors within the golf industry, Dundonald Links is able to offer a 12 month guarantee. This means that our warranties have the full manufacturer backing for your complete peace of mind. If an item(s) becomes faulty through normal use then the following action needs to be taken:

Please return faulty item to the Professional Shop at Dundonald Links. If unable to do so, we can accept postal returns to the address below along with a covering letter stating the fault and either a contact number or email address. We will then contact the relevant vendor who will inspect the item and then, at their discretion, repair or offer a like for like replacement. In certain circumstances, vendor may return the faulty item if they feel there is no manufacturing fault at blame.

In some cases where the vendor feels there is no manufacturing fault, they may offer to repair the faulty item at your cost. If you accept the offer you will be required to pay for the repair in full before we instruct the vendor to proceed.

Returns Address

You should retain any proof of posting, receipt and tracking number for the item returned as we are unable to accept responsibility until a member of our staff has signed for receipt of the item.

Darwin (Dundonald) Limited
Professional Shop - Return
Ayr Road
Gables
Irvine
KA11 5BF