

## TERMS & CONDITIONS

### THE SHOP

### OUR PRICE MATCH PROMISE

At HIGHBALL we want to offer our customers first class service and great products at competitive prices.

If you find a cheaper price we'll match it, and if you find it after you've purchased from us we'll refund the difference within 7 days of receipt of your goods.

Simply bring a printout or screenshot of the competitor's online price into the centre, ensuring, date and price are shown and we will match the competitor price if within policy.

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- The competitor's item must be identical (colour, size etc).
- The competitor's item must be in stock at the time of match.
- The competitor's price must include delivery charges if applicable.
- The competitor's price must be publicly advertised online and cannot include any membership/personal discounts.
- We cannot match bulk promotional offers such as buy one get one free.
- The competitor must be based in the UK and sell direct to customers (no auction or marketplace retailers).
- No other promotional offers or vouchers can be used on top of a price match.
- We will match within 7 days of receipt of purchase.
- We will match in store if our online price is lower than our store price.
- We will not match against clearance, closing down sales or specialist retailers such as market stalls.

### RETURNS, REFUNDS & EXCHANGES

Can I return it if there's nothing wrong with it?

Absolutely! We offer a 30 day returns guarantee on most items. (We're nice like that)

So if you need to bring it back, just bring it back. Then we'll either refund the cash onto the original payment method or offer you an exchange. Easy.

You just need these 2 things:

1. Your proof of purchase.
2. The item should be unused, in its original packaging and in a re-sellable condition.
3. Er..... hang on we said two things didn't we.

Excluded items that you cannot return are any PPE (Personal Protective Equipment) items.

These include harnesses, rope, climbing hardware e.g nuts, cams, carabiners, slings, etc (This list is not exhaustive).

PS There are a few other things we can't do returns for, such as food, underwear, jewellery unless of course they're faulty. Naturally, none of this affects your consumer rights.