



Refund & Exchanges Policy

NEWPORT COUNTY AFC

Returns & Exchanges.

If you are not completely happy with your purchase and would like to exchange the item/s we will change the products, except for the following items: Personalised goods, books, DVD's, magazines/programmes, and jewellery such as earrings and belly bars for hygiene reasons.

Refunds/Exchanges will be given on items that are new and unused, which are sent back to us with proof of purchase within 30 days from the date of purchase. All goods to be refunded/exchanged must be sent back by recorded delivery for your security as the Club will not take liability for lost parcels.

All parcels must be sent back to the Club shop at the following address:

Newport County AFC Club Shop.
Unit 24,
Kingsway Centre.
Newport.
NP20 1EW

Alternatively, any refunds or exchanges can be processed in person at our Club Store.

Opening hours for the store can be found [here](#).

If we feel the items returned to us are not of re-sellable condition, we reserve the right to refuse the refund.

Missing parcels or damaged goods must be reported within 72 hours of receipt, to report a missing package please contact our mail order team on 01633 264572 or contact shop@newport-county.co.uk.