

# RETURNS FORM

This form is for new unused items only. If you have been sent the wrong item or it is faulty, please contact us and we will send a pre-paid label

- 1) Complete Section 1 and 2 in full. **We will be unable to process your return without an order number.**
  - 2) Detach the address section and stick it to the front of your parcel. Add your order number in the box in the bottom right corner. Enclose the rest of this form inside your parcel.
  - 3) Repackage the goods into the original packaging or a suitable alternative. You must return them in the same condition they were received in. For hygiene reasons we cannot accept returned underwear or mouthguards once tried on.
  - 4) Take the parcel to a Post Office or for a cheaper alternative use [www.parcel2go.com](http://www.parcel2go.com) who can collect from your address
  - 5) Please retain proof of posting until a refund has been received. We recommend using a tracked service.
  - 6) We aim to process all returns within 2 working days of receipt. It may take longer during busy periods. We will email you confirmation, so please only contact us if you have not had an email 7 days after your tracking confirms delivery.
- WE CANNOT PROCESS EXCHANGES SO IF YOU WOULD LIKE AN ALTERNATIVE SIZE, PLEASE ORDER IT ON OUR WEBSITE**

## SECTION 1 Please complete BOTH boxes - we can't process your return without the order number

ORDER NUMBER	YOUR NAME

## SECTION 2 Enter the item(s) you are returning and the reason for doing so. An example is given.

ITEM CODE & DESCRIPTION	QTY	REASON CODE
<i>e.g. 20345-2 Adidas Short Sleeve T-Shirt, White, Medium</i>	1	A

Reason Codes				
<b>A</b> Wrong Size or Colour	<b>B</b> Not liked	<b>C</b> Faulty	<b>D</b> Incorrect item Sent	<b>E</b> Other

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**RETURNS DEPARTMENT**  
**UNIT 25 PARKERS CLOSE**  
**DOWNTON BUSINESS CENTRE**  
**SALISBURY**  
**SP5 3RB**

POSTAGE  
REQUIRED

ORDER NUMBER