

Date:

Full Name:

Email:

Phone:

Order ID:

Please read the information below and tick the appropriate box.

I JUST DON'T WANT WHAT I ORDERED:

IT'S NOT WHAT I ORDERED:

- If you live in the UK, we do offer a free returns service on all item discounted upto and including 49%
- Please note, we do not offer a free returns service if you live outside of the UK or for items discounted by 50% or more.
- All of our returns information can be found on the Trekitt website (<https://www.trekitt.co.uk/pages/returns/>)

I WANT TO EXCHANGE:

- Complete a new order online for the different item
- Return the unwanted goods for a refund (as above)

WARRANTY or I THINK IT'S FAULTY:

- Email a photo of the fault with a full description to support@trekitt.co.uk
- A dedicated Trekitt team member will be in touch

Items need to be returned in a clean, dry condition and free from all dirt. We regret to inform you that we are unable to process items that do not meet these criteria and we will return these items to you.

Name of Item(s):

Full description of the suspected fault:

Location of the fault on the item:

YOUR CHECKLIST FOR ALL RETURNS/REFUNDS:

It is really important that we get all the information required so we can efficiently deal with your return.

- Are your unused items in a re-saleable condition, just as you received them with original tags, labels, spare parts, instructions and boxes?
- Are your used items dry, clean and free from all dirt?
- Have you placed your items in protective packaging? (Footwear boxes still need a protective covering)
- Have you fully completed this returns form? (Don't forget to put it inside your parcel)
- Have you attached your returns label to the outside of the package?

For our full returns information visit www.trekitt.co.uk/pages/returns

For official use only

Received by:

Actioned by:

Completed by: