

Date:

Full Name:

Email:

Phone:

Order ID:

Returns Address:
Trekitt Returns,
Unit 3 Wallbrook Court,
Rotherwas Industrial Estate,
Hereford,
HR2 6JG

Please read the information below and tick the appropriate box.

I JUST DON'T WANT WHAT I ORDERED:

IT'S NOT WHAT I ORDERED:

- Print off and fill in this Returns Form
- Make sure your item is adequately packaged and includes your completed Returns Form. Original packaging such as footwear boxes still need protective packaging. Failure to do so will invalidate your rights to a full refund or return.
- Post the item(s) back to us using a suitable service appropriate to the item's value. Trekitt is not responsible for items lost in transit. A refund for the goods will be issued once the return is processed at our warehouse.

I WANT TO EXCHANGE:

- To exchange an item, complete a new order for the desired replacement and return the unwanted Goods for a refund. Whilst we acknowledge that this is technically not an exchange service - it is by far the most efficient and fastest way to ensure that you receive the goods you require.

WARRANTY or I THINK IT'S FAULTY:

- If you feel that your item is defective/broken/faulty and it is still under warranty, please contact our Customer Support team (support@trekitt.co.uk) with as much information as possible with regards to the fault, including photos if applicable.

Items should be returned in a clean, dry condition and free from 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 completely free from 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 written the correct returns address on 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: