

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:

- Go to www.trekitt.co.uk/pages/returns and at the bottom of the page enter your "Web Order ID" where prompted
- Select the item(s) you wish to return
- Produce your pre-paid returns label
- Print out your label and attach it to your parcel's protective packaging
- This service is not available outside of the UK
- If you have a query regarding your returns, then contact us at support@trekitt.co.uk

I WANT TO EXCHANGE:

- Exchange services are slow, so for you to receive your goods as quickly as possible, please complete a new order online for the new item and 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 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 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 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: