Returns Form

trekitt
LIVE THE OUTDOORS

Date:	
Full Name:	
Email:	
Phone:	
Order ID:	

Returns Address:
Trekitt Returns,
Unit H&J,
Moreton Business Park
Hereford,
HR4 8DS

Please read the information below and tick the appropriate box.

- 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 JUST DON'T WANT WHAT I ORDERED: ☐

IT'S NOT WHAT I ORDERED: ☐

I WANT TO EXCHANGE: DO NOT TICK

- 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, or faulty in any way and it is still under warranty, then contact our Customer Support team at support@trekitt.co.uk. Please provide as much information as possible with regards to the issue and including photos where applicable.

For Health and Safety reasons, items need to be returned clean, dry and free from dirt. We regret to inform you that we can not process items that do not meet these criteria, and we will return these items to you.

Name of Item(s):

Location of the fault on the item:

Full description of the suspected fault:

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

- 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 place 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 offical use only

Received by: Actioned by: Completed by: