

Please print this form and include it with your returned item(s)
NB: This PDF form can be filled out prior to printing using Adobe Reader or Acrobat



Returns form

Date

Order and contact details

| | | | |
|---------------------------|----------------------|-----------|----------------------|
| Order ref / Auto order ID | <input type="text"/> | Full name | <input type="text"/> |
| Billing address | <input type="text"/> | | |
| Town/City | <input type="text"/> | Post code | <input type="text"/> |
| Phone number | <input type="text"/> | Country | <input type="text"/> |

- | | | |
|--|--|---|
| A Item not as expected / Don't like | D Goods damaged in transit | G Faulty / Defective Please give further details below |
| B Late delivery | E Goods not as described online | H Not required |
| C Wrong item received | F Does not fit me | I Other Please give further details below |

Returned items

 Please complete the table below so we can process your return as quickly as possible

| QTY | PRODUCT ID (IF KNOWN) | MAKE | MODEL | SIZE/COLOUR | REFUND | EXCHANGE | REASON CODE |
|-----|--------------------------|------|-------|-------------|--------------------------|--------------------------|----------------|
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | | <input type="checkbox"/> | <input type="checkbox"/> | |

Exchange items

 If you're exchanging, please tell us which items you require

| QTY | PRODUCT ID | MAKE | MODEL | SIZE/COLOUR |
|-----|------------|------|-------|-------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Further details:

Returns policy

You can easily return any unwanted items within 365 days of receipt for a refund or replacement, as long as they are **unused and in their original packaging**. For hygiene reasons we can't accept the returns of undergarments if these items have been worn.

All returned items are inspected before being processed. Faulty items will be accepted according to the manufacturer's warranty terms. This does not affect your statutory rights.

If you want to return a bike or other large item, please contact us (returns@tredz.co.uk) or call 01792 799508 to arrange collection.

Please allow up to 2 working days from receipt of your returned item(s) in order to process your return. See www.tredz.co.uk/returns for full details.

Our address

(Feel free to cut this out and stick it on the packaging)

TREDZ (RETURNS DEPARTMENT)
ST. GERARDS HOUSE
KINGSWAY
SWANSEA WEST INDUSTRIAL PARK
SWANSEA
SA5 4DL