



## Returns/Exchange Form

As a family owned and managed company, we are committed to selling only quality products and we want you to be completely satisfied with any purchases that you make from RIBstore.co.uk, so, if you are not satisfied with your purchase then we are here to put things right for you – In order to process your application for a refund or exchange, we ask that you fully complete this form and return it to us with any returned goods. If you have any queries please do not hesitate to contact us at [info@ribstore.co.uk](mailto:info@ribstore.co.uk)

Please note that when ordered your goods from RIBstore.co.uk you agreed to certain terms and conditions and in particular you agreed to our Refund and Returns Policy; as a recap please read the following before deciding if you are eligible to a refund or an exchange:

### Damaged or Faulty Goods?

If you receive any damaged or faulty goods then please fully complete this **Returns/Exchange Form** and return with the goods within 28 days following the day of delivery, in order to obtain a like-for-like exchange or full refund.

### Exchanges or Refunds?

If the goods are not damaged or faulty but you wish to exchange or refund your purchase, then you may do so up to 28 days following the day of delivery, providing that:

- You must complete this **Form** and return to RIBstore.co.uk with the goods, and;
- The item(s) must be returned with the unopened, original and un-damaged packaging, and;
- You return the goods to us at your own cost and risk.
- You accept that in very limited cases, we reserve the right to charge a re-stocking fee of up to 25% - please note that this is only levied in exceptional circumstances e.g. items that we do not ordinarily stock.

Our Refunds & Returns Policy does not affect your statutory rights

### Please complete:

Your RIBstore Order No:

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Your e-mail address: \_\_\_\_\_@\_\_\_\_\_.\_\_\_\_\_

Your daytime Telephone No: \_\_\_\_\_

I am applying for a (please ✓) :       Exchange       Refund

### Please tell us about the goods you are returning:

Date of Purchase	Part No	Part Description	Reason for return

### If exchanging your goods, please tell us what you wish to order in exchange:

Part No	Part Description	Part Option (colour, size etc)	£ Price

Upon receipt of your return goods we will send an e-mailed confirmation within 48 hours either confirming acceptance, or to raise any queries, regarding your application for a refund or exchange. Refunds or any difference in the cost of exchanged goods (including re-shipping charges where applicable) will be debited/credited.

For your protection, we recommend that you use an insured and tracked method for returning your goods back to RIBstore as we cannot refund or exchange your goods until safely received by us. Please allow up to 2 weeks for your refund/exchange to be processed.

### Please Return to:

**RIBstore, Uxmore Barn, Uxmore Farm, Kit Lane, Checkendon, RG8 0TY**