

Pag	је	Your Order Summary				
1/2		Order Date	/	/	Order Number:	

### ONLINE RETURNS FORM

Please fill out the below form to get your return sorted for you as soon as possible.

QTY	SKU	Product	Return Code	Reason for Return
				Changed my mind  Incorrect Item  Received  Item is Faulty

Need to return something? Don't panic, you have 14 days from the date of receipt to return your online order from pairmobile.ie.

This is in accordance with the Consumer Rights Directive 2011/83/EU (CRD). Online items can only be returned for refund. Simply fill in the form above and send it back to us with the item/s (in their original condition).

#### HOW TO RETURN YOUR ORDER

- Fill out the Return Form and include it with your item/s.
- Make sure your item is in original, saleable condition and packaged appropriately.

# OPTION 1

• **Drop-off your item in any PAIR Mobile location for FREE**. Please note that refunds for online order can only be processed through the original method of payment. This may take a day or so depending on your bank. Online orders cannot be refunded at the till-points in store.

## **OPTION 2**

- Attach the return shipping label to the outside of the box or packaging.
- Post your return back to us. (Local postage rates apply)
- Please opt for a tracked option. PAIR Mobile will accept no responsibility for lost and or damaged items in the post.
  Always keep your receipt for reference.

#### WHAT IF MY ITEM IS INCORRECT OR FAULTY?

If you have received an item that is incorrect or faulty, we will fully reimburse you for any return shipping costs. Please retain your proof of postage and opt for a tracked option. PAIR Mobile accepts no responsibility for any lost/damaged orders in the post.

## RETURN SHIPPING LABEL

Please cut out the below label and affix this to your package

## **POSTAL RETURNS**

% PAIR Mobile Warehouse Unit G9 Swords Enterprise Park Feltrim Road Swords Co. Dublin K97 P668



customercare@pairmobile.ie pairmobile.ie