

Route One Returns
The Buffer Depot, Badminton Road
South Gloucestershire, GL9 1HE



ROUTE ONE

Email - orders@routeone.co.uk Phone - 0800 316 8812 (Mon - Fri)

Your Return

1. Complete this form and include it in your parcel, making sure you use our returns address.
2. Send it back with the courier of your choice.
We recommend a 'signed-for' service just in case we need to track it at any point.
3. You do not have to give a reason for your return but it would help us improve our service in the future if you do.

We have extended our returns policy for **Christmas 2023**. Orders placed between **7th November 2023** and **18th of December 2023** can be returned up until the **15th January 2024** for a full refund back to the original payment method.

As of the 19th of December we will revert to our usual 28-day return policy. Your statutory rights are not affected.

Important Information

Items must be returned within 28 days of purchase. The goods must be returned in good condition with their original packaging and labels.

Any launch products will need to be returned within 14 days of receiving the goods.

Any return received with courier labels stuck directly to products or packaging will not be accepted.

We will not be able to refund custom decks, underwear or beachwear as these are non-returnable items.

If only part of a promotion or bundle deal is returned, costs will be deducted from the credit issued as the deal will no longer apply. This means the item you have kept will now be full-price.

For further information please visit
routeone.co.uk/policies/refund-policy

ORDER NUMBER	ORDER DATE

PRODUCTS RETURNED	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND	REASON #	REASON FOR RETURN
						1. LOOKS DIFFERENT TO IMAGE ON WEBSITE
						2. TOO BIG
						3. TOO SMALL
						4. CHANGED MY MIND
						5. FAULTY
						6. ORDERED MORE THAN ONE
						7. ARRIVED TOO LATE
						8. WRONG ITEM RECEIVED