

# GERBING

LEADING IN HEATED CLOTHING

## RETURNS FORM

**IMPORTANT INFORMATION PLEASE COMPLETE IN BLOCK CAPITALS**

**Please see reverse of form for terms and instructions.**

### Step One

Customer Name	
Customer Address	
Contact telephone numbers	
Email address	
Order Number	

### Step Two

Product Code (if given)	QTY	Description

### Step Three

Do you want the item exchanged or refunded? Please tick the box

**EXCHANGE**

**REFUND**

### Step Four

Please tell us the reason for returning this item and/or new size required:

**If you are not completely satisfied with your order you can return it to us within 30 days of receipt. Items must be returned unused, in perfect condition and the original packaging. All refunds will be processed within 7 working days of receipt.**

#### **1) RETURNS BY POST**

Please enclose your completed Returns Form and a copy of your delivery note/invoice or order if available which will help speed things up. We recommend that you use a registered or traceable postal service – we are not liable for returned goods which are not received. Please return to:

**Returns Dept  
Gerbing Heated Clothing BV**

**Waranty department**

**Antilopestraat 1**

**7315 EG Apeldoorn**

**The Netherlands**

#### **2) FAULTY OR DAMAGED ITEMS**

When in line with the above terms in the event that an item is faulty or damaged please return the item using the above method, we will be happy to assess the item and exchange or refund it.

#### **3) EXCHANGES**

The fastest way to ensure you get what you want is to make a separate purchase for the new item and return the item you have for a full refund. Alternatively, just tick the 'Exchange' box on the returns form, indicating the size/style you prefer and we will do the rest once the item reaches us.

#### **4) GIFTS**

When in line with the above terms a gift item can be returned as long as a proof of purchase can be provided with the return.

#### **5) FURTHER INFORMATION**

We can only exchange for a different size, not a different style. If you require a different style, please request a refund and order a new item. Until you return the items to us you are responsible for their safe keeping and taking reasonable care of them.

#### **6) CUSTOMER SERVICES**

If you have any other questions, please contact our customer services team.

Our team will be delighted to hear from you and are on-hand from 9.30am to 5pm Monday to Friday (GMT). Please note that we are closed on weekends and Bank Holidays.

Email: [ukwarranties@gerbing.eu](mailto:ukwarranties@gerbing.eu)