



RETURNS FORM

RETURNS POLICY

- We have a 30-day returns policy, which means you have 30 days after receiving your items) to start a return
- Please read all the information below and follow the steps required
- We recommend using a signed/tracked delivery service (**as items are your responsibility until received by us**).

Our return address is: **RETURNS DEPT. WILLIES, UNIT 4, CHALLENGE PARK, CHALLENGE CLOSE, COVENTRY CV1 5JG**

We are able to provide a returns label for a charge of £4.50 should you prefer to use our chosen courier. If you require a label please email: returns@willies.co.uk

EXCHANGE?

- We will process and aim to send out the replacement within 3 working days. If this is not possible or there is a variation in price then we will get in touch with you using the details from the original order. If you need the item sooner then please raise a separate order for the item required and request a refund on the return.

REFUND?

- We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. If we supplied a shipping label then we will deduct a fee of £4.50 from the refund. *Please note: it can take some time for your bank or credit card company to process the refund.*

ADDITIONAL RETURNS INFORMATION

- Skates that are requested to be sharpened prior to shipping are not eligible for return as these are considered used. Skates that are baked are also not eligible to be returned.
- Sale items are not eligible for a refund but we can load the value onto a Willies Gift Card for use against all items on our online store.
- Unfortunately, we cannot accept returns on custom products, gift cards or skates that have been baked/sharpened.
- For **STICKS/LARGE ITEMS/HEAVY ITEMS** please email returns@willies.co.uk to arrange collection via courier. Please note there is a £15 charge for this service due to the cost incurred for couriering these items. This will be deducted from your refund. Alternatively you can send it back to the address given above using the courier of your choice.

For full details of our returns policy and procedure, please visit: [willies.co.uk/pages/returns-policy](https://www.willies.co.uk/pages/returns-policy)



RETURNS FORM

CONTACT NAME:

CONTACT NUMBER:

ORDER NUMBER:

| | | | | |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 |
|---|---|---|---|---|

ITEM(S) RETURNED:

EXCHANGE CODE

REFUND CODE

| | ITEM(S) RETURNED: | EXCHANGE CODE | REFUND CODE |
|---|-------------------|---------------|-------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

DETAILS OF EXCHANGE/REFUND CODE:

| | |
|----------|---------------------|
| A | ITEM TOO BIG |
| B | ITEM TOO SMALL |
| C | ITEM DAMAGED/FAULTY |
| D | NO LONGER REQUIRED |
| E | WRONG ITEM ORDERED |
| F | WRONG ITEM SENT |

ANY OTHER INFORMATION: