

RETURNS FORM

HOW TO RETURN

We offer a 100 days returns policy from the day you purchased your item. If you're not 100% happy with your item when you receive it or just changed your mind, follow our simple steps to return it for a refund or exchange it. Once we receive the item you want to exchange we will then send out the new item at no extra delivery cost to you. If you believe the item is faulty then please contact us before sending: info@skatewarehouse.co.uk - 01837 55778. Our full returns policy can be found on our website: www.skatewarehouse.co.uk/returns

STEPS TO COMPLETE YOUR RETURN:

1. Repackage your item appropriately with the right amount of padding, we recommend reusing the packaging it arrived in.
2. Complete the returns form to the right, let us know why you are returning the item and if you would like a refund or to exchange the item.
3. Include the completed returns form with the item you are sending.
4. Send the item to:
RETURNS, Skatewarehouse Ltd, Brightley Mill, Okehampton, Devon, EX20 1RR

Once we receive your item we will process your return then refund or exchange the item as requested. Refunds/exchanges are typically completed within 3 working days once the item has arrived back to us.

IMPORTANT - PLEASE NOTE:

- Your item(s) must be unused and in the same condition that you received it.
- The item(s) must be in the original manufacturers packaging with original tags.
- Please make sure all items are packed appropriately for safe shipping back to us.
- Please do not stick postage/courier labels directly on to the box/packaging of the product as we will not be able to refund or exchange your order.
- Our returns policy lasts 100 days from purchase. If 100 days have passed since the original purchase date then, unfortunately, we cannot offer you a refund or exchange.
- All costs relating to returning items is the responsibility of the customer (unless the item is faulty/damaged – see our terms & conditions on our website).
- We strongly recommend using a signed for service with the Royal Mail, Parcel Force or a Courier Service.
- Please be aware, until the returned item is with us, it is still your responsibility.

Customer Service: (+44) 01837 55778 - info@skatewarehouse.co.uk

PLEASE COMPLETE AND INCLUDE WITH YOUR RETURN ITEMS



YOUR DETAILS

First Name:	Last Name:
Address:	
Postcode:	Order Number:

REASON FOR RETURNING

Please let us know why you are returning the item(s)...

Item Name	Refund	Exchange	Size Needed:
PAD SET		✓	LARGE

SEND TO:

RETURNS

SKATEWAREHOUSE LTD

BRIGHTLEY MILL

OKEHAMPTON

DEVON

EX20 1RR