

RETURNS FORM



RETURNING ITEMS:

At Kiteshop, our no quibble guarantee means that if for any reason you are unhappy with your purchase, you can return it to us unused and in its original condition within 14 days for a prompt replacement, exchange or refund in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. So that we can process your return as quickly as possible please:

- Please complete **ALL SECTIONS** of this form clearly and include it with the item you are returning.
- Please ensure that all items included in your package are wrapped securely as items lost or damaged in transit cannot not be refunded or exchanged.
- Use the pre-printed address label on this returns page for your returns parcel - please note this is not a freepost label.
- When returning items to us, please use a recorded delivery service with a compensation level up to the value of the enclosed goods as KITESHOP.com will NOT accept liability for any lost parcels and their contents.
- Please retain your proof of postage until you have received your replacement or refund.
- For our full terms and conditions see <https://kiteshop.com/pages/returns> or call us on 0121 544 9514 from the UK and for International customers please call 0044 (0)121 544 9514.

IMPORTANT:

If you are returning larger sized goods such as travel bags or paddleboards then please call us on 0121 544 9514 to discuss the best method of shipping.

1. YOUR DETAILS:

Name: _____	Telephone number: _____			
Order reference no: _____	Email address: _____			
Original Delivery name & address: _____ _____				
Post Code: _____				
Credit/Debit card: <input type="checkbox"/>	PayPal: <input type="checkbox"/>	Finance: <input type="checkbox"/>	Gift Voucher: <input type="checkbox"/>	Paid in store: <input type="checkbox"/>

3. RETURNING ITEMS:

Reason codes: 1. Different size needed 2. Item faulty or damaged 3. Incorrect item received 4. Not as expected 5. Unwanted gift 6. Poor quality 7. Item looks different to website image 8. Ordered by mistake 9. Arrived too late						
Product	Qty	Reason code	Refund ✓	Exchange ✓	Replace ✓	If faulty or for exchange please specify fault or items required (continue on a separate sheet if necessary)
Additional Notes (please include any additional information below)						

Support and Returns – If you have any problems please call us on 0121 544 9514 (Mon–Friday - 10.00am - 6.00pm).
For the latest products and the best deals in the world of Kites, please subscribe to Kiteshop's newsletter at

WWW.KITESHOP.COM

KITESHOP.COM

Returns Department
Studio 3
Euro Business Park
Summerton Road
Oldbury
West Midlands
B69 2EL
United Kingdom

Please cut out this address label and place it on your parcel.

