



# RETURNS AND EXCHANGES

# TRIBE SPORTS

We want you to be completely satisfied with the kit you have ordered. We offer a hassle-free returns process - items can be returned in their original condition within 30 days of receiving your order.

**PLEASE NOTE - we are unable to offer exchanges/refunds for any underwear purchases due to hygiene reasons.**

<b>CUSTOMER NAME</b>	<b>ORDER REF.</b>
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QTY	PRODUCT	SIZE	REFUND (please tick)	REASON CODE	EXCHANGE (please tick)	NEW SIZE	NEW COLOUR	COMMENTS

REASON CODES	
1	Looks different to image on site
2	Ordered more than one size
3	Arrived too late
4	Faulty
5	Too small
6	Too big
7	Doesn't suit me
8	Incorrect item received
9	Other - please state above

Community-powered is a key part of our brand and we love customers that give us 5 star reviews, but we learn the most from customers that return or exchange products - that way we can improve our products and website for future customers.

Please let us know the reason for return or exchange using the reason code, and add any further comments you think that we could learn from. Thanks for your time and your order!

Exchanges apply for the same item in a different colour or size. If you would like to exchange for a different product, please contact [hello@tribesports.com](mailto:hello@tribesports.com). We will send you replacement products free of charge.

**Below is a FREE returns label - please cut this out and attach it to your package, take the package to your local post office and ask for a proof of postage receipt. You must complete the above form and include it in the package so that we can identify your order.**

For more information, please visit [tribesports.com/pages/returns](https://tribesports.com/pages/returns)

Any questions, please contact us - [hello@tribesports.com](mailto:hello@tribesports.com)



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