

# Exchange & Returns Form.

Please include this form in your return parcel



Please let us know if you require a **Refund** or **Exchange** below.



Make sure to pack your return parcel well with appropriate material.



Don't forget to include this form in your return parcel.

Please complete this form with all relevant information

For our full terms & conditions see [www.summitdifferent.co.uk/terms](http://www.summitdifferent.co.uk/terms) or contact us on [info@summitdifferent.co.uk](mailto:info@summitdifferent.co.uk) if you have any queries

<b>ORDER DATE</b>		<b>ORDER NUMBER</b>	
<b>CUSTOMER NAME</b>		<b>CONTACT TEL NO.</b>	

QTY	PRODUCT DESCRIPTION	REFUND OR EXCHANGE	REPLACEMENT SIZE	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
1	E.g. Simon's Cat Hanging On cycle jersey - MENS	Exchange	Large	1	1 – Wrong Size
					2 – Incorrect Item
					3 – Faulty (please specify)
					4 – Not as described
					5 – Other (please specify)

**For hassle free returns and exchanges, please follow the steps below.**

- ✓ Package your item(s) **securely** and include this return form.
- ✓ Return any items in their **original packaging** including any tags/labels.
- ✓ Include a copy of the **original proof of purchase** i.e. print out of email or PayPal confirmation.
- ✓ We strongly recommend you return goods using **recorded delivery** or **obtain proof of posting**.
- ✓ All returned items must be in the **original condition** you received them in.

**Please note:** Failure to follow this process may cause delays in processing your return.

Please ensure to return the goods in their original condition (not worn or washed) within **30 days** of you receiving them. The returned goods are your responsibility until they are delivered to our returns department.

Please allow 7-10 working days from receipt of a return for us to process the refund or exchange.

## Summit Different

(Returns)

PO Box 946

HORSHAM

RH12 9NT

United Kingdom

# Returns Policy.



## **Summitdifferent.co.uk Returns Policy**

We want you to be happy with your purchase. If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition within 30 days of receipt and we will exchange or refund it to the credit/debit card of the person who originally placed and paid for the order. If you require an exchange we'll do our best to get it to you as soon as possible. In the event we are out of stock of the requested item we will contact you using the contact details you have supplied on this form.

Under the Consumer Contracts Regulations 2013, if you buy online or by phone, your consumer rights entitle you to a full refund if you request one in writing within 14 days of receipt (Summit Different will honour this legislation up to 30 days). This also includes the cost of delivery of your original order (except for the supplementary costs arising if you choose an enhanced type of delivery service i.e. next day delivery, other than our standard and least expensive method of delivery).

## **Missing, incomplete or damaged orders**

If your order has not been delivered or you have received your order and it is incomplete or damaged, please contact us by email on [info@summitdifferent.co.uk](mailto:info@summitdifferent.co.uk) and we will investigate the matter further. Please ensure to include as much information as possible about the fault, including any photos of the packaging/item if it has been damaged in transit. Damage or deterioration as a result of normal wear and tear does not constitute a fault. In all cases please contact us prior to returning any suspected faulty item to us.

## **Return postage**

If you are returning an item that is not faulty, then the cost of returning the item to us is your responsibility. Please also note that the returned item is your responsibility until it reaches us. Therefore, for your own protection we strongly recommend you return goods using recorded delivery or obtain proof of posting.

## **International returns**

If you are returning items to us from outside the EU please ensure to attach a customs declaration describing the goods as 'British Returned Goods' only and with no commercial value. Items with

incorrect customs declaration may be delayed in customs and could lead to the parcel being returned to sender. We are unable to accept any parcel with customs charges payable, such parcels will be refused and returned to sender. We are unable to refund any import duties or local taxes in relation to returned goods. In some circumstances refunds may be available from your local customs office. For further information please contact the relevant customs office directly. In cases where the item is deemed to be faulty we will refund the return postage, but this must be agreed with us beforehand.

## **Please return items to**

Summit Different, (Returns), PO Box 946, HORSHAM, RH12 9NT

Please allow 7-10 working days from receipt of a return for us to process the refund or exchange.

- Goods must be returned within 30 days of receipt. Goods received after this time and within 60 days will only be eligible for exchange.
- Goods must be in their original packaging with any tags or labels intact.
- Goods must not be in a used condition or have been washed. If items appear to have been worn or washed, the return will be refused and sent back to you. When trying on clothing, please ensure you are not wearing make-up, perfume/aftershave or deodorant as this may leave a mark/scent on the clothing.
- All refunds/exchanges will only be issued when products have been received by Summit Different.
- Goods must be returned with the original proof of purchase and a completed returns form.
- Please return the goods using recorded delivery or obtain proof of posting.
- You will receive a refund/exchange within 7-10 working days of receipt of item(s) at Summit Different.

For more information about returning items to us, please see our website '[Terms and Conditions](#)' page at [www.summitdifferent.co.uk/terms](http://www.summitdifferent.co.uk/terms) or email our customer service team at [info@summitdifferent.co.uk](mailto:info@summitdifferent.co.uk)

\* A working day is Monday to Friday, excluding UK public holidays