

NAME	WEB ORDER NUMBER

## UK RETURNS FORM



### NEED TO RETURN OR EXCHANGE SOMETHING?

ITEMS CAN BE RETURNED IN THEIR ORIGINAL CONDITION WITHIN 14 DAYS OF RECEIVING YOUR ORDER.

QTY	SKU/PART NUMBER	DESCRIPTION	REFUND	REASON CODE	EXCHANGE	NEW SIZE	NEW COLOUR	REASON FOR REFUND
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			1. Looks different to image on site 2. Ordered more than one size 3. Arrived too late 4. Poor quality / faulty 5. Incorrect item received 6. Parcel damaged on arrival 7. Doesn't fit properly
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			

### HOW TO RETURN AN ITEM

Fill in your name and order number. You will find your order number on the confirmation email.

Use one line per product that you are returning. You can find the SKU/part number and item description on both your order confirmation and invoice.

If you wish to return the product for a refund please tick the refund box and enter a reason code.

If you would prefer an exchange please tick the exchange box and enter the new size and colour in the relevant boxes. If you would like to exchange for a different product please tick refund instead and place a new order through our website.

Please ensure you return your unworn goods as sold with all original tags and labels. Boxed items must be returned in the original packaging.

#### Free Postal returns

Securely package your item including your returns form.

Create a Royal Mail returns label by visiting [condorcycles.com/help](http://condorcycles.com/help).

Print your free postage label and attach it to your package. Make sure you obtain proof of postage and keep this until the returned items have been exchanged or refunded.

You can return your package using other mail services, but we are unable to refund delivery charges.

#### In-store returns

You can return your item for free in-store. Drop the package off including your returns form to a member of staff. We can process an exchange for you in-store.

Store staff cannot process refunds. These will be automatically processed within 5 working days and you will receive an email confirmation when complete.