

# EXCHANGES & RETURNS

Thank you for your order with Shutt Velo Rapide. Please fill in this form should you need to exchange or return any items from your order.

- Fill in the details carefully & make a copy of this document for your records.
- Pack the items to be sent back securely in suitable protective packaging, together with this completed document.
- Send the parcel to the returns address at the bottom of this document – *Please note, parcels should be sent via Recorded or Tracked postal services. Always obtain a proof of posting.*
- Exchanges will be processed as soon as possible based on your requirements.
- Refunds will be processed as soon as possible to your original payment method, within 30 days from that date we receive your item.

Our complete Exchanges & Refunds Policy can be found online: [www.shuttvr.com/pages/shipping-and-returns](http://www.shuttvr.com/pages/shipping-and-returns)

If you have any questions, please contact us by email at [info@shuttvr.com](mailto:info@shuttvr.com)

## ITEM(S) FOR EXCHANGE OR REFUND

Product Name	Quantity	Action Code	Replacement Size/Colour	Returns Code

**Action Codes:**

**X** = Exchanges

**R** = Refund

**Returns Codes (reasons):**

**A** = Too big

**B** = Too small

**C** = Doesn't fit me

**D** = Arrived damaged

**E** = Wrong item sent

**F** = Other (please state)

Name:

Order Number:

Email:

Telephone:

Date:

**RETURNS ADDRESS:**

Shutt Velo Rapide  
Unit 37b, Sina Park Road,  
PLYMOUTH  
PL6 7FH United Kingdom

*Shutt*  
velo rapide