

WWW.PRENDAS.CO.UK INFO@PRENDAS.CO.UK (+44) 01202 248649

CUSTOMER DETAILS

NAME	
EMAIL	
CONTACT NUMBER	
DELIVERY ADDRESS IF DIFFERENT TO ORIGINAL ORDER	

• Completing this form implies that you have read and understood our return terms & conditions available at www.prendas.co.uk/returns.

• Please fill out this form as accurately as possible. *Information such as order number can be found in your confirmation email.* Failure to include essential information will only result in a delay of your exchange or refund.

• All items must be returned within 30 days of receipt of order.

• All items must be unused with the original packaging (tags, bags etc) intact.

• Please ask your post office for a proof of postage/receipt when sending back your items.

• You are responsible for paying the return carriage costs to us - this is acceptable under the UK Consumer Contracts Regulations (June 2014). If the item is incorrect or faulty, Prendas Ciclismo will refund *reasonable* costs of returning a faulty item which we will perform by refunding you via the original payment method.

• Please ensure your goods are sent back in appropriate packaging and that all goods are packaged correctly and with care. Goods must be free of odours and damage. Any garments that are stained, marked or damaged (pulled threads etc) may be refused and returned to the customer. We cannot accept any garments that have been used or washed. Only garments that have been tried on to check size can be accepted. Bib shorts/tights must be tried on over underwear.

• Please ensure all garments are folded with care before returning them. This also ensures the recipient of your returned garment receives it in suitable condition free of creases.

• If you need to explain anything in further detail please use the comments section at the bottom of this form or include a letter with any extra information we may need.

ORDER NO.	QTY	DESCRIPTION OF PRODUCT	REFUND <small>please tick</small>	EXCHANGE <small>please tick</small>	IF EXCHANGE WHICH SIZE/COLOUR? <small>you can also use this section to request a different product</small>

ADDITIONAL COMMENTS, NOTES OR INFO:

PRENDAS CICLISMO RETURNS
30 WARREN ROAD
(DOWN GRAVEL LANE)
PARKSTONE
POOLE
DORSET
BH14 9HP
UNITED KINGDOM

