

MÉTIER

UK Returns/Exchange Form

Need to return or exchange something?

Items can be returned in their original condition within 30 days of receiving your order.

NAME

WEB ORDER NUMBER

QUANTITY	DESCRIPTION/SKU	SIZE RETURNED	REFUND	REASON CODE	EXCHANGE	NEW SIZE
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	

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 mark 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 mark refund and place a new order through our website.
- **Please ensure you return your unworn goods as sold with all original tags and labels.**
- **Items must be returned in the original packaging.**

REASON CODE

- 1 Item arrived damaged**
- 2 Looks different to image**
- 3 Ordered two sizes for fit returning one**
- 4 Too Big**
- 5 Too Small**
- 6 Does not suit me**
- 7 Wrong item sent**
- 8 Poor quality/faulty**
- 9 Fault with LED lights**
- 10 Fault with battery/control box**
- 11 Missed agreed shipping date**

CUSTOMER SUPPORT

+44 (0)330 1132 294
info@metiercycling.com
www.metiercycling.com

FREE POSTAL RETURNS

- Securely package your item including your returns form.
- Create free Royal Mail postage label from our returns page.
- 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.
- Allow up to 10 days for the refund process, you will receive an email confirmation when complete.

RETURN ADDRESS

Returns Department, Métier, Unit #23,
The Manor Rural Business Centre Main Street,
Tur Langton, Leicestershire LE8 0PJ