



# Returns form

Date

## Order and contact details

Order ref / Auto order ID	<input type="text"/>	Full name	<input type="text"/>
Billing address	<input type="text"/>		
Town/City	<input type="text"/>	Post code	<input type="text"/>
Phone number	<input type="text"/>	Country	<input type="text"/>

- |  |  |   |
|--|--|---|
| <b>A</b> Item not as expected / Don't like | <b>D</b> Goods damaged in transit      | <b>G</b> Faulty / Defective Please give further details below |
| <b>B</b> Late delivery                     | <b>E</b> Goods not as described online | <b>H</b> Not required   |
| <b>C</b> Wrong item received               | <b>F</b> Does not fit me               | <b>I</b> Other Please give further details below              |

## Returned items

Please complete the table below so we can process your return as quickly as possible

QTY	PRODUCT ID (IF KNOWN)	MAKE	MODEL	SIZE/COLOUR	REFUND	EXCHANGE	REASON CODE
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	

## Exchange items

If you're exchanging, please tell us which items you require

QTY	PRODUCT ID	MAKE	MODEL	SIZE/COLOUR

Further details:

## Returns policy

You can easily return any unwanted items within 365 days of receipt for a refund or replacement, as long as they are **unused and in their original packaging**. For hygiene reasons, we cannot accept returns of facemasks, undershorts or underwear if the item has been removed/unsealed from its original packaging. If you have any questions before purchasing any of these items, please call us on 01792 799508. **All returned items are inspected before being processed.** Faulty items will be accepted according to the manufacturer's warranty terms. This does not affect your statutory rights.

If you want to return a bike or other large item, please contact us ([returns@tredz.co.uk](mailto:returns@tredz.co.uk)) or call 01792 799508 to arrange collection.

Please allow up to 2 working days from receipt of your returned item(s) in order to process your return. See [www.tredz.co.uk/returns](http://www.tredz.co.uk/returns) for full details.

### Our address

(Feel free to cut this out and stick it on the packaging)

**TREDZ (RETURNS DEPARTMENT)**  
**ST. GERARDS HOUSE**  
**KINGSWAY**  
**SWANSEA WEST INDUSTRIAL PARK**  
**SWANSEA**  
**SA5 4DL**