

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

### Reason code

### Further details

<b>Items not as expected / don't like</b> <b>A-1</b> Colour not liked <b>A-2</b> Fabric/Material not liked <b>A-3</b> Not as expected/ don't like <b>A-4</b> Quality not as expected Please give details <b>B</b> Arrived too late	<b>C</b> Wrong item received <b>D</b> Found cheaper elsewhere  <b>Incorrect size</b> <b>E-1</b> Too large/long <b>E-2</b> Too small <b>E-3</b> Poor fit Please give details <b>E-4</b> Item is not compatible	<b>Faulty / Damaged</b> <b>F-1</b> Goods damaged in transit <b>F-2</b> Faulty Please give details  <b>Not required</b> <b>G-1</b> Changed my mind <b>G-2</b> Ordered for choice  <b>H - Other</b> Please give details
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### 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	REASON CODE
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	

### Returns policy

You can easily return any unwanted items within 365 days of receipt for a refund, 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.



### ASDA toyou returns

Return your order at over 600 ASDA stores

For items under 25kg\* you can use the ASDA toyou service and drop your package off at over 600 ASDA stores. See [www.tredz.co.uk/returns](http://www.tredz.co.uk/returns) for more details.

**Please note:** Keep hold of your receipt to track your parcel. Once we receive your return, £3 will be deducted/charged for your refund to cover the cost of the return ASDA toyou will do the rest.

\*Max dimensions: 60cm x 60cm x 90cm. Max weight: 25kg. Restrictions apply. Please visit [www.toyou.co.uk](http://www.toyou.co.uk) for full terms and conditions



### CollectPlus

Easy as one, two, three

For items under £50 and under 10kg, you can use the Collect Plus service and drop your package off at a local Collect Plus store.

### Parcel Criteria

All parcels must be correctly packaged and have a label attached. Parcels must not weigh more than 10 kilograms nor exceed dimensions of 50 centimetres x 50 centimetres x 60 centimetres. Collect+ reserve the right to reject a parcel at the relevant collection point if the parcel exceeds the weight or dimensions stated here or there is not a valid label attached.

Cut here and attach address to return packaging

**Return address: Tredz Bikes, 8 Europa Way, Fforestfach, Swansea, SA5 4AJ**