



## Bike 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 (IF KNOWN)	MAKE	MODEL	SIZE/COLOUR

### Further details:

### Returns policy

Call us on **01792 799508** and we can help arrange a courier collection.

We'll issue a full refund less any postage fees (for express delivery etc) and any refund charges imposed by your credit card company. There is also a **£35 fee for returning a bike that is the wrong size, or simply unwanted**. You will be responsible for the returned products until they reach us.

All bikes should be returned complete, unused and **in the same condition as received in an undamaged and resalable condition**. No refund can be issued until the goods have been received and inspected by us so there may be a small delay.

### Our address

Tredz (Bike Returns)  
Castell Close  
Swansea Enterprise Park  
Llansamlet  
Swansea  
SA7 9FH