



RETURNS FORM

IMPORTANT INFORMATION PLEASE COMPLETE IN BLOCK CAPITALS

Order Name		
Order Number		
		Postcode
Customer Name		
Customer Address		
Contact telephone numbers		
Email address		

Step Two

Product Code (if given)	QTY	Description

Step Three

Do you want the item exchanged or refunded? Please tick the box

EXCHANGE

REFUND

Step Four

Please tell us the reason for returning this item and/or new size required:

If you are not completely satisfied with your order you can return it to us within 30 days of receipt. Items must be returned unused, in perfect condition and the original packaging. All refunds will be completed within 3 to 5 working days of receipt.

1) RETURNS BY POST

Please enclose your completed Returns Form and a copy of your delivery note/invoice or order if available which will help speed things up. We recommend that you use a registered or traceable postal service – we are not liable for returned goods which are not received. Please return to:

Returns Dept

2) FAULTY OR DAMAGED ITEMS

When in line with the above terms in the event that an item is faulty or damaged please return the item using the above method, we will be happy to assess the item and exchange or refund it.

3) GIFTS

When in line with the above terms a gift item can be returned as long as a proof of purchase can be provided with the return.

4) FURTHER INFORMATION

We can only exchange for a different colour (if applicable) or size not a different style. If you require a different style, please request a refund and order a new item. Until you return the items to us you are responsible for their safe keeping and taking reasonable care of them. Please be aware that additional postage charges you request at the time of purchase will not be refunded.

5) CUSTOMER SERVICES

If you have any other questions, please contact our customer services team.

Our team will be delighted to hear from you and are on-hand from 9.30am to 5pm Monday to Friday (GMT). Please note that we are closed on weekends and Bank Holidays.

Email: info@raxid.co.uk

Returning Address: SureStore, Orlando Street Bolton, BL2 1DU