

Traction Kites UK Limited Returns Form



Thank you for shopping with Traction Kites UK Limited:

We hope you have enjoyed our service and that you continue to enjoy your extreme sporting with us.

Instructions for return:

Guarantee:

Traction Kites UK Limited's no quibble guarantee means that if for any reason you are unhappy with your purchase, you must return it to us unused and in its original condition within 7 days for a prompt replacement, exchange or refund.

For our full terms and conditions see <http://www.tractionkitesuk.com/terms-conditions-a-22.html> or call us on 0844 272 1714 from the UK or International Customers please call +44 844 272 1714.

Returns:

Details of how to return your goods are below:

If you return an item because of an error on our part, or it is defective, we will happily refund your costs in returning it to us. Otherwise, you are responsible for the cost of any other service provided to you in connection with your purchase, e.g. gift wrapping, shipping and returns postage.

If you are returning an item purchased over £100 where free shipping was offered, TKUK will deduct the cost incurred to TKUK for shipping this item to you (to a maximum of £20) except in the case where the item is damaged or defective and where an exchange/replacement cannot be given.

However we do ask that goods returned to us are unused and in perfect, re-saleable condition (including all parts, accessories, product packaging, instructions, etc), otherwise we will not be able to refund you.

Returning of items do not apply to merchandise which can be duplicated or copied such as videos/dvds.

When first trying out your new product, please do so somewhere clean and safe – we cannot replace muddy, sandy, scratched, torn or grass-stained products.

Please note that refunds for items bought as gifts can only be given to the original purchaser.

How to return an item:

So that we can process your return as quickly as possible, please complete ALL SECTIONS of this form and include it with the item you are returning. Please ensure that your package is wrapped securely and that you keep your proof of postage until you have received your replacement/refund.

Name:

Address:

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Online Order Number:

Date of Purchase:

Contact Tel no:

REASON FOR RETURN:

Item doesn't work as I expected

Item isn't of the quality I expected

Item looked different in the catalogue/online

Unwanted Gift

Item Defective

Item Damaged

Wrong Item Sent

DO YOU REQUIRE:

Refund

Replacement

Exchange

DETAILS OF REASON FOR RETURN:

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Please send all returned items:

Returned Items / Postal Address:
Traction Kites UK Limited
140 Blackbrook Road
Fareham
Hampshire
PO15 5BY

Tel: 0844 272 1714 – Email: info@tractionkitesuk.com