GetGeared Returns & Exchange Form

Dear GetGeared Customer

We are obsessed about great gear for you & your two wheels. And we hope you received precisely what you wanted and that it has reached you in good condition. Occasionally we do get things wrong, or the item you receive isn't quite what you hoped for. In which case, please use this form to return an item and to let us know any exchange request you have. If we've made a mistake, please accept our apologies. If we could do a better job of describing the item, please take the time to let us know!

Can I return items for refund or exchange?

You can return items up to 90 days from the date of despatch for refund or exchange – no questions asked. Items returned must be in their original condition with all tags attached and include all original inner & outer packaging. Used items or items suffering wear & tear cannot be returned, except for product faults; Items where the labels and tags have been removed we class as 'used'. Deliveries we have made to you that were 'special orders' and all batteries /battery acid are also excluded & cannot be returned.

How do I return an item?

No need to phone us, just box the goods up and send them back. We do need some information from you before you seal that box, though! To do that, please complete the section below and return that section to us with the items in the box. Please:

- confirm your delivery address details if they are different from your original order
- complete for each item you return: the appropriate reason code, the appropriate letter for refund or exchange, the value of each item returned as shown on your despatch note, and additional comments and feedback (this helps us to get it right in the future)
- complete for each item you wish to exchange: the full item code, the product name, which size you would like instead, and your payment details if an additional payment is required

Please note that you can only exchange items for size, not for a different style (recent changes in how banks regulate online payments mean we can only amend the original order for size variations). Exchanges asked for may be out of stock & take up to 3 weeks to deliver to you – please check stock availability on the website.

Once packed up what do I do?

You qualify for FreePost returns if you return an item to us within 14 Days of despatch to you. Use the address shown below with the FREEPOST code if you are within that time limit. Otherwise use the address without the freepost code. Once labelled, simply take the parcel to the Post Office. Ensure the address is clear to read as we do not accept liability for lost parcels.

What happens next?

We will refund you to the original card details you gave us after we have given the returned items a check. This takes no longer than 28 days after receipt at our customer returns centre - providing the items pass the checks. If you received a discount on your total original order including delivery charges, that discount will no longer apply if you fall below the discount threshold & the refund will be adjusted accordingly. Exchanges are typically despatched within the same working week providing they are in stock.

Choosing gear from GetGeared should be a no-brainer!

Your GetGeared Team! *GetGeared, Get Inspired!*

We learn from what our customers tell us, and improve our terms & conditions from time to time as a result - Please always check the GetGeared.co.uk site for the latest terms & conditions

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GetGeared Returns & Exchange Form This section needs to be included with your return items

Customer Name .....

Order Number .....

Confirm delivery address (if different from the previous order/you cannot change the billing address at this stage)

Address street .....

street .....

town .....

country..... Post Code .....

Items Returned

Date of returned goods (DD/MM/YYYY): / / 200_ . Please circle E (Exchange) or R (Refund) to indicate which you'd like:

Item code	Reason code	Exchange /Refund	Other comments	Qty	Value (inc. VAT)
		E / R			
		E / R			
		E / R			
		E / R			
Total value of returned goods					

Exchange Items Wanted

Item code	Colour	Size	Description	Qty	Price (inc. VAT)
Total value of exchange goods					

Payment Section Please complete if an extra payment is needed/The billing address needs to be the same as given on the original order

Mastercard ❑ Visa Credit ❑ Visa Debit ❑ Switch/Maestro ❑ *(Solo cards and delta cards without a Visa Debit symbol cannot be charged)*

Card No ❑❑❑❑ ❑❑❑❑ ❑❑❑❑ ❑❑❑❑ (❑❑ *Switch/Maestro*) Expiry ❑❑/❑❑

I would like to order the above items in accordance with the current GetGeared terms and conditions Issue No ___ *(Switch/Maestro)*

Signature ..... Full name on card .....

Legal Notice: Returning any item within 90 days will be taken as notice of cancellation of order (or relevant part of order). Goods are provided to you on approval and legal title to the goods will not pass to you until the 90 day returns period has expired. On receipt of the goods, GetGeared will give you a full refund of the amount paid for the goods (but not the postage) or an exchange credit as required. You must, however, return the goods in their original condition and packaging on cancellation in order to receive a full refund or exchange. If you received a discount on your total original order including delivery charges, that discount will no longer apply if you fall below the discount threshold and the refund will be adjusted accordingly. GetGeared is a trading name of e-Channel Partners Ltd Registered No. 04533604

Reason Codes Please use these reason codes for each item when you fill in the returns section below:

21 Too big	22 Too small
23 Too long	24 Too short
25 Colour	26 Fit for purpose
27 Just don't like it	28 Wrong item (*correct on invoice*)
29 Not ordered (*input error*)	30 Other (*please specify*)

Returns Address Send returns from this delivery to:

FREEPOST RRBT-TESC-SJHR
GetGeared
c/o Intermail
Kennet House
Canal View Rd
NEWBURY
RG14 5XF

To use the FREEPOST address, items **MUST** be returned within 14 days of the original despatch date to you - after that date, please use the address shown *without* the freepost code & pay for the parcel carriage charge.