

Tr receipt no.

#betteradventures pro adventure

We hope you are very happy with your purchase(s), however if you have reason to return or exchange all or part of your order you will need to do the following.

STEP 1 - Contact us within 14 days of receiving your order to let us know there is a problem. You can do this by phone on 01978 860605 or email shop@proadventure.co.uk, You now have a further 14 days to return the item(s) to us.

STEP 2 - Unless we have suggested otherwise please complete the boxes below. (Sometimes we will ask for photos of a fault or problem so that we can get advice from suppliers before waiting for the goods to be returned.)

STEP 3 - Send the items back with this form enclosed. Unless the goods are faulty you are responsible for your return carriage costs. We recommend you get a tracking code & proof of postage as we cannot process returns that do not reach us. We will provide carriage where there is a fault with the goods, via email with a local drop off point.

My details	
Name	Order Date:
Invoice no.	Phone
Email	

I am returning...			
DESCRIPTION, COLOUR AND SIZE	Qty	Reason Code	Price

NB: For reasons of health and hygiene we cannot accept returned underwear, food, cosmetic product or bedding unless faulty.

Reason codes			
1	Doesn't fit	5	Wrong item sent
2	Doesn't suit me	6	Ordered two to compare
3	Poor quality image	7	Not as described
4	Faulty Product	8	Other, please give details

<input type="checkbox"/> A refund (up to 30 days) <input type="checkbox"/> Exchange for items (up to 60 days) <input type="checkbox"/> Exchange for voucher (up to 60 days)			
Replacement items	SIZE	Qty	Price

Please Note: If further payment is needed, if we cannot take the payment from your original source we will contact you again for your card details - for your security, we do not keep any customer card information. For the same reason, please do not write any card details on this form. Carriage may be payable on replacements at cost.

Return to:

ProAdventure Ltd
41 Castle Street
Llangollen
LL20 8RU

Please return goods unwashed, unworn and unused with their original tags and packaging in a re-saleable condition. If an item is faulty or you have received an incorrect item, please email shop@proadventure.co.uk or call our shop on 01978860605. Further details of our returns policy can be found online.