



# Refund/Exchange Form

**PLEASE ENSURE YOU HAVE READ OUR REFUND/EXCHANGE FORM THOROUGHLY & 'TICK' THAT YOU AGREE TO OUR TERMS & CONDITIONS**

**NAME:**.....**ORDER NUMBER:**..... *(Found on your invoice: 5 digits)*

**RETURNED ITEM:**..... *(Full item description inc: size/colour)*

**DAYTIME TELEPHONE NUMBER:**..... **I WOULD LIKE: REFUND**  **EXCHANGE**  *(Please tick – exchange complete below)*

**EXCHANGE ITEM:**..... *(Full item description inc: size/colour)*

**REFUND POLICY:**  
 All refunds will be processed within 1-2 working days from being received back. (This varies from each bank/building society/Credit Card Company.)

If you paid shipping costs originally these will be deducted from the refundable amount.

If no shipping cost was paid originally; **£14.99 will be deducted** from the refund, to cover our original postage costs. (Reduced to £9.99 for small items)

**You have 14 days; from date of purchase to return your item(s).**

**EXCHANGE PROCEDURE:**

- 1) Once your original item has been signed back in, we will generate a new invoice for your exchange request and contact you via email regarding your new item(s) and delivery.
- 2) If the item you've requested is out of stock; we will contact you by telephone/email to provide you with updated options.
- 3) It will then be dispatched once in stock. If the item is discontinued; we will refund you and email to let you know.
- 4) IF YOU REQUIRE THE EXCHANGED ITEM QUICKLY, PLEASE MAKE A NOTE OF THE DATE BELOW.

**eBay RETURNS/EXCHANGES**

Please log into your eBay account and follow the returns procedure. All eBay returns and exchanges must follow eBay terms and conditions. Once your item (s) has been received we can update your invoice and documentation.

**TERMS & CONDITIONS:**  
**All goods must be returned in their original condition. Please ensure goods are wrapped safely before their return.**

We are unable to accept any returns where the product has been used, opened, fitted, installed or damaged on its way back to us. The items will be rejected and returned if not in suitable condition for re-sale.

**MADE TO ORDER ITEMS:**  
 This will be accompanied by a minimum additional 15% charge if accepted back.

**CLOTHING RETURNS:**  
 All **tags must be attached**, in their **clear plasticbag** and in their **original unworn condition**.

Failure to do so; may result in the item being returned to you, as we will not be able to accept the item for resale.

**I understand & agree to the Terms and Conditions. Please tick here (    )**

**WHERE DO I SEND MY PARCEL TO?**

**GSM Performance, Unit 5, Manvers Business Park, Nottingham, NG12 3GZ** (Unless informed otherwise)

We would always recommend using a recorded delivery service.

*Unfortunately; we are unable to refund any returns postage.*

**We cannot arrange collection of your items. We recommend Parcel2go.com for courier options**

**Please ensure your item(s) are packed safely and with all of the original packaging; tags in place. Any damage to the manufacturers packaging will be at your expense.**

**REMEMBER TO ENCLOSE THIS FORM WITHIN YOUR RETURNS PARCEL.**

**SEND MY EXCHANGE TO:** .....

**NOT APPLICABLE**  ..... **POSTCODE:**.....

**NON UK & INTERNATIONAL SHIPPING:** Surcharges may apply for exchanges.

Please contact us prior to sending your item back, to discuss the shipping costs.