

Order reference		Full name	
Billing address			
Town/City		Country	
Post code		Phone number	

Reason code

Items not as expected / don't like

- A-1** Colour not liked
A-2 Fabric/Material not liked
A-3 Not as expected/
don't like
A-4 Quality not as expected
Please give details

B Arrived too late

- C** Wrong item received
D Found cheaper elsewhere

Incorrect size

- E-1** Too large/long
E-2 Too small

E-3 Poor fit

Please give details

E-4 Item is not compatible

Faulty / Damaged

F-1 Goods damaged in transit

- F-2** Faulty
Please give details

Not required

- G-1** Changed my mind
G-2 Ordered for choice

H - Other Please give details below, continue overleaf if needed

Returned items Please complete the table below so we can process your return as quickly as possible.

QTY	PRODUCT ID (IF KNOWN)	MAKE	MODEL	SIZE/COLOUR	REFUND	REASON CODE
					☐	
					☐	
					☐	
					☐	
					☐	
					☐	

Returns policy

You can easily return any unwanted items within 365 days of receipt for a refund*, as long as they are **unused and in their original packaging**. For hygiene reasons, we cannot accept returns of facemasks, undershorts or underwear if the item has been removed/unsealed from its original packaging. If you have any questions before purchasing any of these items, please call us on **01792 799508**.

All returned items are inspected before being processed. Faulty items will be accepted according to the manufacturer's warranty terms. This does not affect your statutory rights. If you want to return a bike or other large item, please contact us (returns@tredz.co.uk) or call **01792 799508** to arrange collection.

Please allow up to 2 working days from receipt of your returned item(s) in order to process your return. See www.tredz.co.uk/returns for full details.

*Please note £3 will be deducted from any refund for postage.



Return your parcel via Royal Mail

Options include drop off at your local Post Office, drop in a red post box, or arrange for the item to be collected from home.

Parcel Criteria:

Box/Bag - Please ensure your item is less than 20kg and smaller than 61cm (L) x 46cm (W) x 46cm (D)

Tube - Please ensure the item is less than 20kg and the length plus twice the diameter does not exceed 104cm, with the greatest dimension being no more than 90cm. Returns label must be present with the returned item.

Visit <https://www.royalmail.com/track-my-return#/details/5380> to return your parcel.



For items under 15kg you can return them using the **InPost Lockers** and drop your package off at over 11,000 InPost Lockers or 6,000 Shop Return Points

See www.tredz.co.uk/returns for more details.

Parcel Criteria:

Max dimensions: 41cm x 38cm x 64cm. Max weight 15kg.

Restrictions apply. **Prohibited items**. Please visit <https://inpost.co.uk/returns> for full terms & conditions. Returns label must be present with the returned item.



Return your order at over 600 ASDA stores

For items under 25kg you can use the ASDA toyou service and drop your package off at over 600 ASDA stores. See www.tredz.co.uk/returns for more details.

Parcel Criteria:

Max dimensions: 60cm(L) x 60cm(W) x 90cm (D). Max weight 25kg.

Restrictions apply. Please visit www.toyou.co.uk for full terms & conditions.

Returns label must be present with the returned item.