

Date

Order reference Full name

Billing address

Town/City Country

Post code Phone number

Reason code

Further details

<p>Items not as expected / don't like</p> <p>A-1 Colour not liked</p> <p>A-2 Fabric/Material not liked</p> <p>A-3 Not as expected/ don't like</p> <p>A-4 Quality not as expected <i>Please give details</i></p> <p>B Arrived too late</p>	<p>C Wrong item received</p> <p>D Found cheaper elsewhere</p> <p>Incorrect size</p> <p>E-1 Too large/long</p> <p>E-2 Too small</p> <p>E-3 Poor fit <i>Please give details</i></p> <p>E-4 Item is not compatible</p>	<p>Faulty / Damaged</p> <p>F-1 Goods damaged in transit</p> <p>F-2 Faulty <i>Please give details</i></p> <p>Not required</p> <p>G-1 Changed my mind</p> <p>G-2 Ordered for choice</p> <p>H - Other <i>Please give details</i></p>	<div style="border: 1px solid black; height: 100px;"></div>
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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
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	

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.



Royal Mail
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 <http://www.royalmail.com/track-my-return/create/5380> to return your parcel.

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



ASDA toyou returns

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.

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