

RETURNS FORM



Customer Name.....

Customer Address.....

Order Reference No Date order placed Date Items received

Product Being Returned	Brand	Quantity	Size	Colour	Price Paid	Reason for return <small>(See key overleaf)</small>	Refund (R) or Exchange (E) Required? <small>(please circle)</small>
							R / E
							R / E
							R / E
							R / E
							R / E
							R / E

PLEASE SEE OVERLEAF FOR THE KEY TO THE REASON FOR RETURN AND SIGNATURE PAGE

Please sign and complete this form and enclose it with your returned item(s) and send them to:-

RETURNS DEPARTMENT
THE RUNNING WORKS
28-30 HOUNDSDITCH
LONDON, EC3A 7DB

PLEASE OBTAIN PROOF OF POSTAGE AND IDEALLY RETURN THE ITEMS BY RECORDED DELIVERY

REASON FOR RETURN

*If the item is faulty or damaged please explain how in the section **below** this one*

The Item is not as I expected	A
I ordered the wrong size by mistake	B
The Item is too small / short	C
The Item is too big / long	D
I do not like the colour	E
The Style does not suit me	F
The item does not fit	G
The item is an unwanted gift	H
The item is faulty or damaged	I
The item has been sent in error	J

IF THE ITEM YOU ARE RETURNING IS FAULTY OR DAMAGED, PLEASE PROVIDE DETAILS IN THE SPACE BELOW:

IF YOU WISH TO RECEIVE AN ITEM IN EXCHANGE FOR THE RETURNED ITEM, LET US KNOW WHAT YOU WOULD LIKE IN ITS PLACE IN THE SPACE BELOW:

If the exchange product is a higher price, please tick to confirm you are happy for Run-Fast to re-charge your payment card for the difference in price

For an exchange, please tick to confirm you are happy for Run-Fast to re-charge your payment card for standard delivery costs

(This does not apply to damaged / faulty or incorrectly delivered products or if your original order total was over £100).

SIGNATURE **DATE**

RETURNS

You are welcome to return any item you have ordered within 14 days of receiving your order, subject to the below.

Unfortunately we will not be in a position to re-pay any shipping costs that were incurred in either sending out your order in the first place or in returning it to us, unless the item(s) being returned is faulty or sent out in error, in which case we will reimburse you in full for the shipping costs.

We endeavour to process all refunds or exchanges within 7 days of us receiving them, however it may take longer for cleared funds to reach your account. Refunds can only be credited to the card with which you originally made payment.

If you need to contact the Returns Department at any time, please email us at returns@run-fast.net

INSTRUCTIONS FOR RETURNS OF ALL PRODUCTS

When returning items for any reason to us here at The Running Works please follow the below instructions. If you do not follow the below instructions we reserve the right not to accept the returned item(s) if it is returned in a condition that means it is no longer re-saleable.

Please note that we cannot accept returns of any nutrition products (unless you received them after their sell by date or they have been contaminated in any way).

Similarly, please note that for hygiene reasons we cannot accept returns of any pants/knickers unless they are faulty.

In addition we are not able to accept returns of any electronic goods once they have been used unless they are faulty.

INSTRUCTIONS FOR RETURNS :-

- If returning items (other than faulty items), please return them in their original and saleable condition, unworn or unused (as appropriate), unwashed, unstained, in their original packaging and with all labels still attached.
- Please also ensure that the returned item is packaged sufficiently to avoid damage as it makes its way back to us in transit.
- If you are returning shoes, please ensure that you place them in their original manufacturer's box and put that box in some other form of protective packaging since we cannot resell the shoes if you have taped up, written on, removed or damaged the manufacturer's original shoe box in any way.
- Please also make sure, when trying on shoes, that you do so on a clean surface and do not wear them outside before seeking to return them.
- Please note that we reserve the right to refuse to accept any returned items should we consider that the items have been used or are in such a condition which has rendered them un-saleable.
- We also advise that all items are returned to us by way of special delivery to ensure that they are insured. Please retain proof of postage in case the items go missing in transit. Unfortunately we cannot be responsible for items that are lost on their way back to us.
- When returning an item for any reason, please complete, sign and enclose the Returns Form that was originally enclosed with your order.
- Please send all returned items to the following address:-

**Returns Department
28-30 Houndsditch
London, EC3A 7DB**

EXCHANGES

If you wish to exchange an item you have ordered for something else, just complete the Returns Form included in your order and return the item, along with the form, to us as per the 'Instructions For Returns' section above. Unless the item you are returning is faulty we will not be able to reimburse any shipping costs you may have paid and there may be an additional postage charge to ship any replacement goods to you.

If you wish to exchange your returned item with an alternative item, and the value of that alternative item exceeds the value of the original returned item, we will need to seek additional payment from you prior to sending out the exchanged item. A representative of The Running Works will contact you in this regard. However, if the value of the alternative item is less than the value of the original returned item, we will refund the difference to you.

FAULTY ITEMS

If an item you have ordered is damaged in transit on its way to you, please refrain from accepting or signing for delivery of the product and the courier will then return it to us. However, if you only realise after you have accepted delivery that an item is damaged or faulty, please complete the Returns Form included in your order and return the item, along with the completed and signed form, to us as per the 'Instructions For Returns' section above within 30 days of receipt of your order or, in the event of faulty watches or heart rate monitors, within 14 days of discovery of the fault.

We will ensure that you receive either a refund or a replacement item if we have one in stock. We will also reimburse your shipping costs.

Refunds and replacements will be subject to an inspection by us to confirm that the fault lies with the product as opposed to ordinary wear and tear. We therefore reserve the right to refuse to accept a returned item if we consider that it is not faulty. Please note that if we refuse to accept a returned item, we will re-send it to you and you may be charged for the associated shipping costs.

Please further note that investigations into faults can take some time, especially where the item(s) concerned needs to be sent off to the relevant manufacturer. We will therefore keep you updated as to the progress of any such investigation.

INCORRECTLY DESPATCHED ITEMS

If we have sent you an item by mistake, please accept our apology. The item concerned will be refunded or exchanged as appropriate and we will cover all shipping costs incurred by our error.

Please complete and sign the Returns Form included in your order and return the unwanted item, along with the form, as per the 'Instructions For Returns' section above.

REFUNDS

Please note that, in an effort to maintain the security of our customers' details, refunds can only be made to the original card you used to purchase your chosen items. The Running Works will only agree to process a refund to a different card in the event that either the original bank account no longer exists or the original payment card details have expired. In both of the latter scenarios The Running Works may require proof that such circumstances apply before agreeing to process a refund to a different card.