

RETURNS FORM

Customer Name:

Address:

Phone:

Item(s) being returned:

Reason for return:

Preferred resolution (please circle)

RETURN/REFUND

Additional notes:

Customer pledge:

We're 100% skateboarders just trying to make a living and supply you with the raddest products we can! In the unlikely event that you're not happy with your purchase please return the items unused in the original packaging within 30 days for an exchange or refund .

Returning items

General

- Too assist us in processing your return quickly please complete the item information section below. Enclose this invoice and ensure that the product is securely wrapped and that our return address is clearly visible.
- Please wrap boxes such as shoe boxes securely.
- When returning you do so at your own cost and risk.
- Any item(s) returned that contributed towards a special discount such as a 'multi buy', 'spend over' offer, the discount will be claimed back where applicable.

Exchanges -Should you wish to exchange an item for a different size or for any other reason:

- Customers should contact us to make any additional re-delivery payments.
- In the event that we are not able to fulfil your exchange request and we are unable to contact you within 5 working days, we will refund your account.

eBay based purchases

BUY IT NOW items: Please follow standard returns procedure.

AUCTION items: Cannot be returned for exchange or refund.

Faulty items

Prior to returning, please call or email us with the details.

Goods returned at your own cost will be reimbursed in line with costs incurred by Skatepharm Ltd

Refunds

If a refund or reimbursement is payable to you, we will transfer the money using the same method originally used by you to pay for your purchase. Refunds should appear in your account within 7 working days of receipt of your returned goods.

Contact Skate Pharm

email us at info@skatepharm.co.uk or call us on 01843 298238

SKATE PHARM
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