

## RETURNING ITEMS:

Powerkiteshop's no quibble guarantee means that if for any reason you are unhappy with your purchase, you can return it to us unused and in its original condition within 7 days for a prompt replacement, exchange or refund. So that we can process your return as quickly as possible please:

- Please complete **ALL SECTIONS** of this form clearly and include it with the item you are returning.
- Please ensure that all items included in your package are wrapped securely as items lost or damaged in transit cannot not be refunded or exchanged.
- Use the pre-printed address label on this returns page for your returns parcel - please note this is not a freepost label.
- When returning items to us, please use a recorded delivery service with a compensation level up to the value of the enclosed goods as Powerkiteshop will NOT accept liability for any lost parcels and their contents.
- Please retain your proof of postage until you have received your replacement or refund.
- For our full terms and conditions see <http://www.powerkiteshop.com/terms-and-conditions> or call us on 0121 544 9514 from the UK and for International customers please call 0044 (0)121 544 9514.

## IMPORTANT:

If you are returning larger sized goods such as travel bags, kitesurf kites, kiteboards & surfboards then please call us on 0121 544 9514 to discuss the best method of shipping.

## 1. YOUR DETAILS:

Name: _____	Telephone number: _____
Order reference no: _____	Email address: _____
Original Delivery name & address: _____ _____	
Post Code: _____	

## 2. ORIGINAL PAYMENT METHOD: (please tick)

Credit/Debit card: <input type="checkbox"/>	PayPal: <input type="checkbox"/>	Finance: <input type="checkbox"/>	Gift Voucher: <input type="checkbox"/>	Paid in store: <input type="checkbox"/>
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## 3. RETURNING ITEMS:

Product	Qty	Reason code	Refund ✓	Exchange ✓	Replace ✓	If faulty or for exchange please specify fault or items required (continue on a separate sheet if necessary)

**Additional Notes** (please include any additional information below)

**Reason codes:** 1. Different size needed 2. Item faulty or damaged 3. Incorrect item received 4. Not as expected 5. Unwanted gift  
6. Poor quality 7. Item looks different to website image 8. Ordered by mistake 9. Arrived too late

**Support and Returns** – If you have any problems please call us on 0121 544 9514 (Mon–Friday - 10.00am - 6.00pm).  
For the latest products and the best deals in the world of kitesports, please subscribe to Powerkiteshop's newsletter at

**WWW.POWERKITESHOP.COM**

**POWERKITESHOP**

Returns Department  
Studio 2 - 4  
Euro Business Park  
Summerton Road  
Oldbury  
West Midlands  
B69 2EL  
United Kingdom

Please cut out this address label and place it on your parcel.

