

# Returns form



**PLEASE PRINT THIS FORM AND INCLUDE WITH YOUR RETURNED ITEM(S)**

NB: This PDF form can be filled out prior to printing using Adobe Reader or Acrobat

## Order and contact details

Order ref

Full name

Billing address

Town/City

Postcode

Country

Phone number

### Reason codes

- Item not as expected / Don't like ..... **A**
- Late delivery ..... **B**
- Wrong item received ..... **C**
- Goods damaged in transit ..... **D**
- Goods not as described online ..... **E**
- Does not fit me ..... **F**
- Faulty / Defective (Please give further details below) ..... **G**
- Other (Please give further details below) ..... **H**

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

QTY	ITEM REF (IF KNOWN)	MAKE	MODEL	SIZE/COLOUR	REFUND	EXCHANGE	REASON CODE
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	

**Exchange items** If you're exchanging, please tell us which items you require

QTY	ITEM REF (IF KNOWN)	MAKE	MODEL	SIZE/COLOUR

**Further details:**

## Returns policy

You can easily return any unwanted items within 365 days of receipt for a refund or replacement, as long as they are unused and in their original packaging (where possible). 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 583000.

If you wish to return a bike please contact us on 01792 583 000 or at sales@wheelies.co.uk where we will be happy to arrange collection of your bike. Products returned under warranty will be accepted in accordance to the manufacturers warranty terms. This does not affect your statutory rights.

**01792 583 000**

**Return me to:**

**Wheelies**

**WHEELIES DIRECT LTD  
(RETURNS DEPARTMENT)**

ST. GERARDS HOUSE

KINGSWAY

SWANSEA WEST INDUSTRIAL PARK

SWANSEA

**SA5 4DL**