

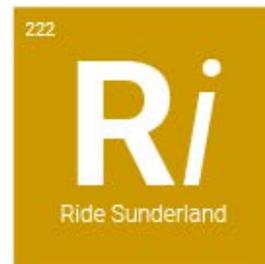
# RETURNS FORM

If you need to return any item for exchange, refund or warranty please fill in this form to help deal with your parcel quickly and efficiently. Please **print it off and include a copy of your receipt**, and then **return to the address on the right**:

**Ride Sunderland**

**222 High Street West  
Sunderland  
SR1 1TZ**

**returns@ridesunderland.co.uk**



Name

Address

Daytime  
contact number

Email address

*Note: If the above info is correct on your receipt you do not need to fill out the above, just staple this form to it. Please don't forget your receipt if the address above doesn't match the record we have.*

Item(s) being returned

Reason for return  
(Please state if you require a replacement of a different size or model, or if it is for a refund.)

If the item(s) is being returned for warranty work, please explain the exact problem.

Date of purchase

Order Number

We will deal with your return within 24 hours of receipt of the goods. Please allow for the delivery time of the goods being returned to us to reach our premises.

**Replacements:** We aim to despatch any exchanged goods within 2 days. If the replacement item(s) is needed urgently, please contact Rachael directly on [returns@ridesunderland.co.uk](mailto:returns@ridesunderland.co.uk)

**Refunds:** Please allow 5 working days for refunds to appear in your account after the goods have been received by us.

**Warranty Claims:** Please allow extra time for the goods to be inspected, this may involve sending the item to the manufacturers/suppliers for their opinion and for the product to be repaired if required.

In all instances we aim to deal with every return as quickly as possible and will email you on receipt and progress of your return. Any queries at all, please contact Rachael on [returns@ridesunderland.co.uk](mailto:returns@ridesunderland.co.uk)