

# Returns Form

 Date 

 Name  Order Number 

 Address 

 City/Town  Email 

 Post Code  Telephone 

## Return Reason Codes

## More Detail

Items not as expected / don't like	<b>B</b> Arrived too late	Faulty / Damaged
<b>A-1</b> Colour not liked	<b>C</b> Wrong item received	<b>F-1</b> Goods damaged in transit
<b>A-2</b> Fabric/Material not liked	<b>D</b> Found cheaper elsewhere	<b>F-2</b> Faulty Please give details (e.g. Parts missing)
<b>A-3</b> Not as expected/ don't like	Incorrect size	Not required
<b>A-4</b> Quality not as expected (Please give details)	<b>E-1</b> Too large/long	<b>G-1</b> Changed my mind
	<b>E-2</b> Too small	<b>G-2</b> Ordered for choice
	<b>E-3</b> Poor fit (Please give details)	<b>G-3</b> Arrived too late
	<b>E-4</b> Item is not compatible	<b>H</b> - Other Please give details

## Return Items

Quantity	Item Number	Make/Manufacturer	Model/Description	Size/Colour	Reason Code

### Returns Summary

- We offer a 90 day returns period
- Refunds will only be returned to the original payment method — refunds usually take 3-5 working days.
- We are unable to accept returns where the goods or packaging has been used, lost, damaged or is otherwise not in the condition you received it in. Goods should be returned in secure packaging to avoid transit damage.
- We cannot accept returns on food, energy products, DVD's, face masks, personalised goods, software, gift vouchers or under garments.

For our full returns terms & conditions please visit [www.rutlandcycling.com/returns](http://www.rutlandcycling.com/returns)