



# Returns & Exchange

Spend £50 or more to get free standard delivery to any UK mainland address

Name .....

Delivery Address .....

Purchase Date: .....

Email .....

Postcode ..... Mobile .....

Order Number: .....

Payment Method .....

Item being returned	Size	Refund	Exchange Request	Reason Code	Reason Codes
					1. Ordered more than one size
					2. Poor quality/faulty
					3. Item didn't fit
					4. Incorrect item received

If you are not completely satisfied with your purchase for any reason, you can return the item unworn and in perfect condition with tags attached, within 28 days for an exchange or refund.

### Refunds

Refunds will be made against the original payment method and usually take 5-7 days to show in your account. If there is a problem with your refund, we will contact you via phone or email.

### Faulty Items

We do our best to ensure we only provide you with the best quality products. If your products haven't met our usual high standards, please call us before you send your item back. We can then decide the best course of action and resolve any problems as quickly and efficiently as possible.

### Exchange

We will aim to process your exchange within 7-10 working days. Your replacement item will be sent via our standard free shipping service \*excluding international addresses\*. If there is a problem fulfilling your replacement, we will contact you via phone or email. Please note personalised garments and club designs cannot be exchanged unless there is a manufacturing fault.

### How to return items

Next to your items, please tick refund or exchange and select one of the return codes.

Cut out pre-printed label and place onto returning package

Place items back into packaging securely, enclose this form within your parcel.

Take the parcel to your nearest post office. Please remember to get proof of postage.

For more information

visit:<https://www.quatrogymnastics.com/returns>

Want a challenge? If you can stop a gymnast from moving for 2 minutes, please leave us a review on Facebook or TrustPilot @quatrogymnastics

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### Contact Us

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