



Premium Sports & Orthopaedic Bracing

RETURNS FORM

RA #

QTY	ORDER NUMBER	PRICE	EXCHANGE or REFUND	FAULT (if applicable)

REASON FOR RETURN: (please tick)

☐

Bigger than expected

☐

Faulty

☐

Smaller than expected

☐

Incorrect item

☐

Damaged upon arrival

☐

Other

☐

Exchange for

NOTES:

PLEASE READ THE RETURN OR EXCHANGE SECTION BELOW:

Delivery & Returns information

- You can return any product up to 14 days following receipt of the item.
- The product must be unused, in its original packaging and in a saleable condition.
- Please acquire an RA # (return authorisation) from our customer service team by calling 0800 368 8964, before any return.
- You will be responsible for the shipping cost of returning the product.
- We will only refund the shipping cost, should we have picked the wrong product in error, or it is proven to be faulty.
- Returns will be processed and refunded within 15 working days from receipt of the item into our returns department and on the basis that it complies fully with our terms and conditions.
- Refunds will be paid to your purchasing card.
- When returning a product, please be aware that this is at your risk until received by us. We therefore strongly recommend you return the item using a tracked service with insurance cover, in case of damage or loss.
- We reserve the right to refuse a returned item if we deem it to be in an unsuitable condition.

Exchange an item

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition and packaging within 14 days of receipt. Please fill in the returns table at the top of this page and include any notes to why you are returning the item(s). This will help to speed up the returns process. Based on the information you provide we will then issue a full refund or exchange.

Please send back to:

Brace-Yourself
Unit 7, Evans Business Centre
Orion Way, North Shields
NE29 7SN

Further information on Returns/Exchanges:

If you still need further assistance with regards to our returns policy please either email us at orders@brace-yourself.co.uk or call our helpline on 0800 368 8964