



Refund/Exchange Form

PLEASE ENSURE YOU HAVE READ OUR REFUND/EXCHANGE FORM THOROUGHLY & 'TICK' THAT YOU AGREE TO OUR TERMS & CONDITIONS

NAME:.....ORDER NUMBER:..... (Found on your invoice: 5 digits)

RETURNED ITEM:..... (Full item description inc: size/colour)

DAYTIME TELEPHONE NUMBER:..... I WOULD LIKE: REFUND EXCHANGE (Please tick – exchange complete below)

EXCHANGE ITEM:..... (Full item description inc: size/colour)

REFUND POLICY:

All refunds will be processed within 1-2 working days from being received back.

On average; they take between 2-4 working days to clear within your bank account. (This varies from each bank/building society/ Credit Card Company.)

If you paid shipping costs originally these will be deducted from the refundable amount. If no shipping cost was paid originally; **£14.99 will be deducted** from the refund, to cover our original postage costs. (Reduced to £9.99 for small items)

You have 14 days; from date of purchase to return your item(s).

EXCHANGE PROCEDURE:

All exchanges require a postage payment (*this does not apply if you paid shipping costs originally*) **before** we can dispatch your item. This payment can be made by one of the following options:

- 1) Enclosing £14.99 /£9.99 cheque in an envelope.
 - 2) Send via paypal to Paypal@GSMPerformance.co.uk for
 - 3) Please call me on the above telephone number so that I can pay over the telephone using my debit card.
- Please tick here () for this option.

WHAT IF MY ITEM IS OUT OF STOCK?

If the item you've requested is out of stock; we will contact you by telephone/email to let you know. It will then be dispatched once in stock. If the item is discontinued; we will refund you and email to let you know.

TERMS & CONDITIONS:

All goods must be returned in their original condition.

Please ensure goods are wrapped safely before their return.

We are unable to accept any returns where the product has been used, opened, fitted, installed or damaged on its way back to us. The items will be rejected and returned if not in suitable condition for re-sale.

CLOTHING RETURNS:

All **tags must be attached**, in their **clear plasticbag** and in their **original unworn condition**.

Failure to do so; may result in the item being returned to you, as we will not be able to accept the item for resale.

I understand & agree to the Terms and Conditions, Exchange Procedure & Refund Policy.

Please tick here ()

WHERE DO I SEND MY PARCEL TO?

GSM Performance, Unit 5, Manvers Business Park, Nottingham, NG12 3GZ (Unless informed otherwise)

We would always recommend using a recorded delivery service.

Unfortunately; we are unable to refund any returns postage.

We can arrange collection for you on request at a cost of £14.99 per box/consignment

Please ensure your item(s) are packed safely and with all of the original packaging; tags in place. Any damage to the manufacturers packaging will be at your expense.

REMEMBER TO ENCLOSE THIS FORM WITHIN YOUR RETURNS PARCEL.

SEND MY EXCHANGE TO:

NOT APPLICABLE POSTCODE:.....

NON UK MAINLAND: Will require a minimum of £9.99 / £14.99 postage for exchanges.

INTERNATIONAL SHIPPING: This will be calculated on prior to dispatch.