RETURNS FORM

www.pau.co.uk
01782 644861
trentham.store@pau.co.uk

Trentham Shopping Village,
Stone Rd, Stoke-on-Trent
ST4 8AX

OUR 30 DAY RETURNS POLICY

- You have 30 days to return unused & unworn items, with all labels attached.
- You cannot return clearance items.
- Ensure there is sufficient postage on your return package and retain proof of postage.
- PAU RUN AND RIDE is not responsible for any returns in transit to us.
- We will make refunds within 3 working days from receipt of goods.
- We do not charge to deliver exchanged items.*
- For any further information & help, please call us on 01782 644861

Order Ref			
Name			
Tel			
Today's Date			

QTY	ITEM REF	PRODUCT DESC	SIZE	COLOUR	REFUND (√)	EXCHANGE (√)	REASON CODE	COMMENTS

< TOTAL NUMBER OF ITEMS IN PARCEL

Please enter the main reason for returning each item using the list opposite			
	1 TOO BIG	4 ARRIVED TOO LATE	7 INCORRECT ITEM
	2 TOO SMALL	5 NOT AS EXPECTED	8 FAULTY (please specify)
	3 NOT LIKED STYLE/ COLOUR	6 UNWANTED GIFT	9 OTHER

WHAT WOULD YOU LIKE TO DO?

☐ Exchange (if yes, continue to complete form ☐ Credit to your PAU RUN AND RIDE account for a future ☐ Refund payment

EXCHANGING ITEMS

You are welcome to select items of a higher value. If exchanging for items of a lower value we will refund the difference within 3 days of receipt.

1. Please call us on 01782 644861 (Mon to Fri - 10am - 5.00pm) or email trentham.store@pau.co.uk to reserve the items you require.
2. Please wait for confirmation from us that your exchange items are in stock and reserved for you before returning your order.
3. Please complete the Exchange Form below.

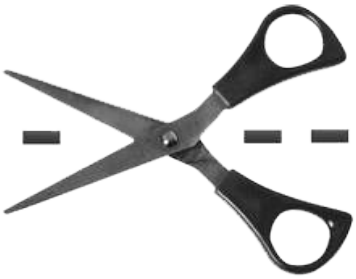
You must contact us to reserve exchange items			
Date Items Reserved			
Sales Person Name			

4. Securely pack the items you are returning and post back to us using the supplied address label.
5. Please ensure you have the correct postage before sending items back. Returned packages with insufficient postage will not be accepted.
6. WE WILL DELIVER YOUR EXCHANGED ITEMS FOR FREE!*

*Free Exchange Carriage will be on an economy service. UK addresses only. Please contact us if you wish to upgrade this service. Free carriage excludes bicycles and some heavier items.

Exchange Items

QTY	ITEM REF	PRODUCT DESC	SIZE	COLOUR



RETURNS DEPARTMENT
PAU Run and Ride,
Trentham Shopping Village,
Stone Rd,
Stoke-on-Trent.
ST4 8AX
United Kingdom

TERMS & CONDITIONS

RETURNS

We want you to be delighted every time you shop with us. Occasionally though we know you may want to return items for various reasons, so our returns policy is as follows:
We accept the return of items only if there are in their original condition and returned with all packaging and labels, again in a good, resaleable condition. If you return goods to ourselves in perfect, as sold condition within 30 days of receipt we will be happy to offer you an exchange, account credit or refund.
Please complete and print out the attached 'RETURNS FORM', and include it with your returned items to arrange this.

FAULTY/ DEFECTIVE ITEMS

You can always return items if they are defective or if they have been sent in error.
Defective items must be returned in a clean/ laundered condition with all original packaging, labels and proof of purchase.
We also require a written explanation of the product fault/ defect.
Defective items will be repaired, replaced or refunded at PAU RUN AND RIDES's discretion. When we receive your goods, our Returns Department will assess the returned items to ensure they meet our Returns Policy and qualify for a repair, replacement or refund.
For any more information, please do not hesitate to contact us on 01782 644861 or email at trentham.store@pau.co.uk

---

PAU RUN & RIDE

Trentham Shopping Village, Stone Rd, Stoke-on-Trent ST4 8AX