

DISPATCH / RETURNS FORM

Tel: 07494 712144
Email: epicsurfshop@epiclife.co.uk



ORDER ID:.....

Product	Quantity	Refund?	Exchange?	Reason Code (in table below)	Replacement Size/Item

Notes:

To Exchange an Item:

We would recommend placing a new order for the required item / size to secure stock and send the original item back for a full refund (instructions below).
However, should you still wish to exchange an item, simply tick the exchange box and state the item / size you would like in exchange and post the items back to us.

To Return an Item for a Refund:

If after checking out your items they don't fit or you're just not sure they are right for you just take the following steps:

- 1.) Enter the items you would like refunded or exchanged in the table above.
- 2.) Cut out the address label on the bottom of this form.
- 3.) Package the items in a suitable bag / box **AND** make sure you include this form.
- 4.) Attach the address label to the package.
- 5.) Send the package back to us via your local Post Office or courier, ensuring you obtain a receipt of postage.

Please Note: You can return items up to 30 days after receiving them; the returned items should be in new condition for resale, unworn, unused and with tags attached. You are responsible for items sent back to us until they are received by ourselves. We therefore recommend returning items using an insured method such as recorded delivery that will need to be signed for by us. **The cost of returning items to us is your responsibility, unless the goods are faulty or have been sent incorrectly.** In these cases please see below.

Faulty / Incorrect Item?

If any of your items are faulty or incorrect please call our customer service team on 07494 712144 or email: epicsurfshop@epiclife.co.uk

REASON CODES:

1 = Too Big	2 = Too Small
3 = Faulty	4 = Not As Advertised
5 = Gift Return	6 = Ordered In Error

Epic Life
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East Sussex
TN38 0RL

Thanks for ordering from Epic Life!