



Returns Merchandise Authorisation RMA

Returns Policy:

Faulty goods may be returned at anytime during the manufacturers guarantee and ATBShop Ltd will arrange for the goods to be rectified or replaced as appropriate.

Unwanted or incorrectly ordered goods can be returned at the customer's expense – provided they have not been used or damaged.

Returned Goods:

ATBShop Ltd is a retail store and mail order company. If you live locally you can drop off the goods direct to us and save the shipping cost.

If an item is sent out and you discover it is damaged or not quite what you wanted please let us know within 14 days of receipt. Once you have contacted us with as much information as you can provide we will advise you as to our procedure.

We may ask for photographic evidence of any damages.

Please bear in mind wear and tear items are not normally covered under Guarantee.

How to Return an Item:

So that we can process your return as quickly as possible, please complete ALL SECTIONS of this form and include it with the item you are returning. Please ensure that your package is wrapped securely and that you keep your proof of postage until you have received your replacement or refund.

We advise all returned items are sent via a Recorded Delivery Service.

My Details:

Name:

Address:

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Postcode:

Online order / Sales Number:

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Date of Purchase:

Contact Number:

Reason for Return:

- Unwanted gift
- Wrong item or size
- Item defect
- Item damaged

I Require:

- Replacement
- Exchange
- Refund

Any Additional Information:

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ATBShop Ltd

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