Returns Form

Our goal is your complete satisfaction. We very much hope you will be as pleased with our products as we are. If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition within 14 days of receipt along with this completed returns form. We will issue a refund for the item(s) on receipt. The item is your responsibility until it reaches us. For your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We will not refund to you the cost of posting the item back to us if it is not faulty/no longer wanted, nor will we refund the cost of shipping the item(s) to you in the first place.

If the item you received is faulty or is not what you originally ordered then please return this form and send it back to us with the original goods. We will be happy to replace the item or provide a full refund, together with any return postal charges you may have incurred. You have 30 days from receipt of the faulty/wrong item(s) to return them to us. We regret we cannot offer replacements or refunds for goods not received by our returns department. We reserve the right to refuse or reject any returns from anyone if any of the conditions listed are not met.

We have tried to give you all the information you require to make the right decision when choosing a product. However we do realise that mistakes can be made and sometimes products do not meet expectations. With Sub Zero clothing products we will exchange items in the original order for a different size once, free of charge. After the first free exchange we will charge standard postage prices. All other product exchanges are charged at the standard parcel price. Please complete this returns form (see below) and send it with the item(s) for exchange.

Please complete fully. Failure to do so may delay the processing of your return

Customer Name:	Order Number:
Address: Postcode:	Email Address: Telephone Number: Mobile Number:

Reason for return:

Return address:

Sub Zero Store
Returns Department
35 Churchill Way
Fleckney
Leicester
LE8 8UD

Action required by Sub Zero (please tick):

Refund	Details:
Replacement	
Exchange	
Other (please state):	