

REFUND RETURNS FORM



RETURN ADDRESS:

The Solitary Cyclist
68a (Workshop) Station Road
Whitstable
Kent
CT5 1LF

NAME:	EMAIL ADDRESS:	ORDER NUMBER:	ORDER DATE:

Please Note: Exchanges are currently not offered. If you wish to exchange an item please return the original item to us along with this form for a refund. Then, simply place a new order via our website for the item that you would like instead.

WHAT YOU ORDERED:

QTY:	GARMENT MODEL:	SIZE:	REASON CODE:	REASON FOR RETURN:
				1. Looks different to image on site
				2. Ordered more than one size
				3. Arrived too late
				4. Poor quality/faulty
				5. Doesn't fit properly
				6. Doesn't suit me
				7. Incorrect item received
				8. Parcel damaged on arrival

HOW TO RETURN TO US:

- 1 Pack up the item that you would like to return with all of the original labels. Ensure that the garment is unworn and neatly folded.
- 2 Print out and complete this form and place it inside the parcel along with the item that you wish to return.
- 3 Seal the parcel well and attach our address (see above) to the outside of the parcel.
- 4 Send the parcel back to us using a recorded postage service to arrive with us within 30 days of the original order date
- 5 Any returns due to faults of The Solitary Cyclist will receive full return postage reimbursement.
- 6 We will then process your refund within 3 working days after receiving the garment providing the garment is returned in a re-sellable condition. Funds can take up to 7 working days to appear in your bank account depending on the bank that you use.