



## Return Form

This form is for **new, unused items only**. If you received an item that was **damaged during delivery** or the **wrong item** was sent, please get in touch with us for a pre-paid return label.

### Step-by-Step Returns Instructions

**Important:** We cannot process exchanges. If you would like an alternative size, please order it on our website.

**Non-returnable items:** Personalised items, worn underwear, mouthguards, and other hygiene-sensitive products.

- Step 1 – Complete the Form:** Fill in your customer details and the items you want to return. **An Order Number is required to process your return.** Optional: add comments in Additional Notes. Refer to the light-grey example row in the items table for guidance.
- Step 2 – Repackage Items:** Use original or suitable packaging. Include the completed form inside the parcel.
- Step 3 – Attach Address/Courier Labels:** Detach and stick the address label to the front. If the courier provides a label, use it.
- Step 4a – Send Your Parcel (UK Customers):** Use tracked delivery services such as Post Office, DPD, Evri, Yodel, etc., or drop it off at the A7 Sports Shop. Parcel2Go (parcel2go.com) can help compare prices and select the best courier option.
- Step 4b – Send Your Parcel (International Customers):** Use a tracked delivery service. You are responsible for paying shipping fees, taxes, and customs duties. Parcel2Go (parcel2go.com) may also be used internationally.
- Step 5 – Retain Proof of Posting:** Keep your receipt or tracking number until your refund is received. If you require a replacement order, place a new order separately.
- Step 6 – Processing Time:** Returns are normally processed within 2 working days. Contact us only if you do not receive an email within 7 days after delivery.
- Step 7 – Warranty Items:** Some products may be covered by manufacturer warranty. Allow up to 30 working days for assessments.
- Final Step – Confirm Eligibility:** Tick all boxes in the Customer Agreement section and sign/date the form before sending. Ensure the order number is provided and items match the form.

### Return Address Label

(Place this label on the outside of the parcel)

✂ Cut-Out ✂

A7 Sports  
206 Warwick Road  
Greet  
Birmingham  
West Midlands  
B11 2NB

POSTAGE  
REQUIRED

### Return Summary: Customer Information & Items

(Include this section inside your parcel)

Order Number (Required): .....

Full Name: .....

Email: .....

Phone: .....

**Reason Codes (write the letter in the table below):**

Select only one letter per item. The light-grey row shows an example.

A	Wrong Item	B	Colour/Size Issue	C	Faulty	D	Changed Mind	E	Other, please describe in Additional Notes
Item Description/EAN		Qty		Reason		Additional Notes			
A7 Sports Running Socks – 1234567890123		2		B		Size too small			

(If returning more than 5 items, please print additional forms and include them in the parcel.)

### Customer Agreement

By signing below, I confirm that I am returning the items listed above in accordance with A7 Sports' return policy. I understand and agree that:

- ☐ Items are **unused, unwashed, and in resalable condition**.
- ☐ Original tags/packaging (where applicable) are included.
- ☐ Excluded items (personalised products, worn underwear, mouthguards, or hygiene-sensitive items) are **not included**.
- ☐ Refunds will be made to the **original payment method only**.
- ☐ Order number is provided and items match the form.

Signature: .....

Date: .....