



Returns Form

Instructions:

1. Complete your return by filling in the form below and enclose a copy inside your helmets packing box.
2. Clearly mark your outer packing box in bold letters stating RETURN – to avoid a delay caused by customs charges! We will not pay the custom charges if you fail to do this.
3. Clarify with the shipper that you are sending this as a RETURN and duty has already been paid on the item.
- 4.

THE RETURN MUST BE SAT UPRIGHT WITHIN THE BOX & CONTAIN A PROTECTIVE PACKAGING BETWEEN THE HELMET AND THE BOX.

ENSURE THE HELMET IS INSIDE ORIGINAL PACKAGING BAG (OR EQUIVALENT) BEFORE PLACING INSIDE BOX, FAILURE TO DO SO WILL RESULT IN ONLY A MAXIMUM 50% REFUND OR A \$100 SURCHARGE.

5. Ship to this address:

**Ruroc Limited,
2 Barnett Way, Barnwood
Gloucester, GL4 3RT
United Kingdom**

6. Your order will be processed ASAP. In the case of refunds you can expect a refund within 10 working days of our receipt of your product – this is due to banking delays and is out of our control. In the case of exchanges this will be dealt with as soon as the helmet you require is in stock and we cannot give an accurate estimate on when this will be, please contact 14 days after you have shipped if you have not received your exchange.

Purchase Information

Order Reference:

Forename:

Surname:

Address:

Post Code:

Return Information

Product Code	Quantity	Item Description	Return Reason (See Below)	Return Action (See Below)

Return Reason: [1] *Change of mind* [2] *Incorrect Item Ordered* [3] *Incorrect Item Sent* [4] *Faulty Goods*

Return Action: [A] *Replacement* [B] *Refund*

Additional Comments:

Date: _____

Signature: _____