



# Returns Form

**Thank you for your order with boulderflash.com!**

- Please fill in this form carefully should you need to return any item from your order & make a copy of this document for your records
- Please take care of items as we are entitled to deduct an amount from the refund due to poor handling (avoid contact with dirt, chalk, dust, animal hair or carpet fluff)
- Do not stick labels or tape directly to shoe boxes & avoid damaging the packaging
- Pack items securely in suitable protective packing with this completed document
- Please send items to returns address at the bottom of this form
- It is up to you to pay the postage to return any items to us & all items returned should be sent via recorded or tracked services (always obtain proof of posting)
- We do not offer an exchange of goods since we want to ensure high stock levels
- If you want a particular item in a different colour or size, simply return the unwanted item & order a new one (this way you will receive your replacement a lot quicker)
- Refunds will be processed as soon possible to your original payment method within 30 days from the date that we receive your item

Our complete returns policy can be found at: [www.boulderflash.com/info/returns](http://www.boulderflash.com/info/returns)

**If you have any queries, then please contact us by email at: [info@boulderflash.com](mailto:info@boulderflash.com)**

<b>Name:</b>	<b>Order Number:</b>
<b>Email:</b>	<b>Phone Number:</b>

<b>Items (Returned)</b>	<b>Refund Reason</b> (Wrong size, Doesn't fit, Arrived damaged, Wrong item, Other - Please state)

----- **RETURNS ADDRESS LABEL** -----

**Boulderflash Returns**  
**Unit 1, Airport Business Centre,**  
**Rear Loading Bay, 10 Thornbury Road,**  
**Plymouth, PL6 7PP, UK**