



# THE DERBY RUNNER

## SPECIALIST RUNNING EQUIPMENT

### Returns Form

Order #.....

Customer Name.....

Item Name	(Brand, Product Name, Colour Size)	QTY	Reason Code
1.			
2.			
3.			
4.			
5.			

**A** – Too Big/Small   **B** – Unwanted Item   **C** – Broken/Damaged   **D** – Other (Please Specify)

**Return Address:** Unit 7 A-C Sandringham Dr, Spondon, Derby DE21 7QL

Email: [websiteorders@derbyrunner.com](mailto:websiteorders@derbyrunner.com)

Tel: 01332280048

#### Trying On Shoes:

We advise trying on your new shoes on in the house, for a couple of hours, to make sure you are 100% happy with the fit and feel. All returns are inspected. We are unable to accept returned shoes that have been worn outdoors, except in the instance of a faulty claim.

#### Faulty Claims

Please get in touch with us via e-mail before sending any items you wish to claim as faulty. For more details, please see our website for more information [derbyrunner.co.uk/pages/returns/](http://derbyrunner.co.uk/pages/returns/)

#### Our Returns Policy

**30-Day Returns** You have the right to return your order in an undamaged, unsoiled re-sellable condition with the original intact packaging purchased through our website without reason under the distance selling regulations for a full refund within 30 days.

Any returned items should be sent back in appropriate, weather resistant packaging to ensure goods can be re-sold. Should we receive goods back that are damaged, we reserve the right to deduct the cost of these damages from any refund which may otherwise be given.

Please place your paperwork or a note with your order number inside to guarantee your refund.

For more Terms and Conditions please see on our website  
[derbyrunner.co.uk/pages/termsandconditions/](http://derbyrunner.co.uk/pages/termsandconditions/)