

# RETURN OF FAULTY ITEMS



## 1. YOUR DETAILS

Full Name: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

## 2. PURCHASE DETAILS

Online Order Number: \_\_\_\_\_

**If you bought the item in-store:** please attach a photo/scan showing proof of purchase (original receipt or bank statement), making sure the date is visible.

## 3. PRODUCT PHOTOS

**Please attach photos** showing the defect, as well as the overall condition of the item. In the case of shoes, be sure to include photos of the soles as well.

## 4. DETAILS OF THE FAULT

**Please give a brief description:**

## WHAT NEXT?

The requested information will help us to process your claim, and assess the reason for the defect. It can take 3-5 working days for your request to be processed, and we will get in touch if we need further information. Please make sure you provide all the necessary information to avoid delay. Once you have everything ready, please contact us at: **info@runandbecome.com** or **+44 0207 222 1314**