

# Powerkiteshop Support and Returns Information



**Support and Returns** – If you have any problems please telephone us on 0870 240 5677 (Mon–Friday - 10.00am - 6.00pm).

**Thank you for shopping with Powerkiteshop** – we hope you have enjoyed our service and that you continue to enjoy your power kiting with us!

This page is typically dull – but please try to keep it for a while as you’ll need it if you want to return anything back to us.

**Guarantee** – Powerkiteshop’s no quibble guarantee means that if for any reason you are unhappy with your purchase, you must return it to us unused and in its original condition within 7 days for a prompt replacement, exchange or refund. For our full terms and conditions see [www.powerkiteshop.com/termsandconditions.htm](http://www.powerkiteshop.com/termsandconditions.htm) or call us on 0870 240 5677 from the UK or International Customers please call +44 870 240 5677.

**Returns** – Details of how to return your goods are below.

If you return an item because of an error on our part, or it is defective, we will happily refund your costs in returning it to us; otherwise, you are responsible for the cost of any other service provided to you in connection with your purchase, e.g. gift wrapping, shipping and returns postage. However we do ask that goods returned to us are unused and in perfect, re-saleable condition (including all parts, accessories, product packaging, instructions, etc), otherwise we will not be able to refund you.

Returning of items do not apply to merchandise which can be duplicated or copied such as videos/dvds.

When first trying out your new product, please do so somewhere clean and safe – we cannot replace muddy, sandy, scratched, torn or grass-stained products. Please note that refunds for items bought as gifts can only be given to the original purchaser.

**How to return an item** – So that we can process your return as quickly as possible, please complete ALL SECTIONS of this form and include it with the item you are returning. Please ensure that your package is wrapped securely and that you keep your proof of postage until you have received your replacement/refund.

Name:.....

Address:.....  
.....  
.....  
.....

Online Order Number:.....

Contact Tel no:.....

## REASON FOR RETURN:

Item doesn’t work as I expected   
Item isn’t of the quality I expected   
Item looked different in the catalogue/online

Unwanted Gift   
Item Defective   
Item Damaged   
Wrong Item Sent

## DO YOU REQUIRE:

Refund   
Replacement   
Exchange

## DETAILS OF REASON FOR RETURN:

.....  
.....  
.....  
.....  
.....

## Please send all returned items via a Recorded Delivery Service.

Returned Items / Postal Address:

Powerkiteshop  
Studio 3 / 4  
Euro Business Park  
Summertown Road  
Oldbury  
West Midlands  
B69 2EL  
United Kingdom

Tel: 0870 240 5677

Email: [info@powerkiteshop.com](mailto:info@powerkiteshop.com)