

eBay Return Instructions:

Thinking of returning an item?

Please follow the process below. In the event that the process is not followed completely, it may result in delays and/or your item not being accepted for a return.

To return an item please follow steps 1-8 below

1. Complete the returns section of this dispatch note (including the item you wish to return and reason)

Name _____

Order number _____

Date of Purchase _____

eBay user id _____

2. Sign into My eBay (this is your account within eBay)

3. Find your purchase within the Purchase History section (within the Activity Tab)

4. For the item you wish to return, click "More actions" and Select "Return this item"

5. Complete and review the returns form, and then click "Request return"

6. Please wait for us to accept your return request (this is normally completed within 24 hours excluding weekends and holidays). After we have accepted your request, you will be notified via messages in eBay.

7. Once the return is accepted, click on the "Take Action" button within the acceptance message, and then click "Prepare Postage". On clicking prepare postage, this will show you the address you need to return your item to.

8. Please return the item to us (returns address obtained through following steps 1-7) and ensure you also include this completed returns form with your parcel

On receipt of your item we will process your return and process the refund within 24 hours.

Please ensure you have completed the process above and received authorisation for your return. Failure to do so may result in a delay and/or your item not being accepted for a return.

Exchanges/Unacceptable Returns & Faulty items

Exchanges

Please note that as your item was not purchased from our website (www.milletsports.co.uk) we are only able to offer a refund and not an exchange. Should you wish to exchange the item for an alternative size/colour etc. please complete the returns process above to obtain a refund, and place a separate order on www.milletsports.co.uk for the required item.

Unacceptable Returns

If you return an item to us outside of the terms of our returns policy and your statutory rights do not apply we may not refund you. The item may be returned to you at your expense and you will be notified of this and any other charges. If you choose to send the item back to us again, or refuse to accept delivery, this will be deemed as an irreversible instruction for us to dispose of your goods without further notice. This will not constitute any admission that we have failed to honour, our obligations to you in full and will not constitute any unlawful action against the goods.

Faulty Items

If any product we supply fails prematurely due to a manufacturing defect we will provide you with a refund, replacement or repair. Simply call us on 08452 702 011 and we will arrange everything for you. Please ensure that you inform us of any damage to goods at the time of receiving them as soon as possible to avoid any delays in receiving a replacement or refund.