

Returns and Replacements Form



Alpine Bikes

Blues Ski



Please complete the following details as they appear on your receipt/delivery note. If you require a replacement item please also complete the "Replacement required" on the bottom half of the form below. **Return form to: Tiso Online, 41 Commercial Street, Edinburgh, EH6 6JD. Phone: 0131 561 2010 or email: help@tiso.co.uk**

Name: _____ Order number: _____

Billing address: _____ Telephone: _____ Email: _____

Comments: _____

Postcode: _____

Item(s) returned

Qty	Manufacturer	Description	Colour/Size	Cost per item	Total

Reasons for return (please tick):

- | | | | |
|--|---|--|---|
| 1. Looks different to image online. <input type="checkbox"/> | 2. Ordered more than one size/style. <input type="checkbox"/> | 3. Arrived too late. <input type="checkbox"/> | 4. Poor quality/Faulty [please describe in notes]. <input type="checkbox"/> |
| 5. Doesn't fit me. <input type="checkbox"/> | 6. Doesn't suit me. <input type="checkbox"/> | 7. Incorrect item received. <input type="checkbox"/> | 8. Parcel damaged on arrival. <input type="checkbox"/> |
| 9. Other [Please specify in notes]. <input type="checkbox"/> | | | |

Replacement required? Please check that the item you require is in stock online, however this does not guarantee that the item will be available when your form reaches us! Tiso Online will contact you if your desired replacement is not available.

Qty	Manufacturer	Description	Colour/Size	Cost per item	Total

Please note that if you are replacing an item with one of a higher value, Tiso Online will need to contact you to process the additional payment. If we are replacing an item that was incorrectly ordered by yourself, and additional delivery charge will be made.

If you have any queries regarding returns or replacements you can contact us by phone: 0131 561 2010 or email: help@tiso.co.uk

New Delivery Address: If you would like any of these replacement Items shipped to an address different from your original order, please enter the new address below:

Postcode: _____