



RETURNS/EXCHANGE DOCUMENT

Thank you for shopping with us. We appreciate your business and want you to be satisfied with your purchase.

Procedures for your Exchange or Return		The Reason for My Return																		
<ul style="list-style-type: none"> Akro Ltd operates a 7 day money back guarantee for its products. If you are not completely satisfied with your purchase you can return it to us within 7 days of purchase unused or in its original packaging for a full refund or replacement, whichever you prefer. After 7 days a 30% restocking charge will apply. No goods are accepted under any circumstance for return after 30 days. All goods are returned at the expense of the Buyer except where goods supplies are; (incorrect, damaged or not as described). Goods returned for exchange when the incorrect item or size has been ordered originally, the Buyer shall be responsible for both the cost of return and re-delivery. Please ensure you follow our returns procedure. No special items (Non Stock Lines or Embroidered Items) will be accepted back for credit. 		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">A</td><td style="padding: 2px;">I received a duplicate order</td></tr> <tr><td style="padding: 2px;">B</td><td style="padding: 2px;">The wrong item was shipped</td></tr> <tr><td style="padding: 2px;">C</td><td style="padding: 2px;">The item arrived defective (describe below)</td></tr> <tr><td style="padding: 2px;">D</td><td style="padding: 2px;">I ordered the incorrect item</td></tr> <tr><td style="padding: 2px;">E</td><td style="padding: 2px;">The product did not meet my expectations</td></tr> <tr><td style="padding: 2px;">F</td><td style="padding: 2px;">The item does not fit</td></tr> <tr><td style="padding: 2px;">G</td><td style="padding: 2px;">I simply changed my mind</td></tr> </table>				A	I received a duplicate order	B	The wrong item was shipped	C	The item arrived defective (describe below)	D	I ordered the incorrect item	E	The product did not meet my expectations	F	The item does not fit	G	I simply changed my mind	
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Special Instructions or Comments																				
Item/s Being Returned																				
Item Code	Description	Qty	Invoice No.	Order No.	Reason (A-G)															
Please send your return to: Akro Ltd Returns Department 85 Gregory Road Mildenhall Suffolk IP28 7DF		<input type="checkbox"/> Exchange* <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Item Code</th> <th style="width: 45%;">Description</th> <th style="width: 10%;">Qty</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>				Item Code	Description	Qty												
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		<input type="checkbox"/> Refund* <small>*Refunds are issued to the original payment method less the delivery charge</small>																		

Additional Delivery/Item Charges:

We may need to take additional charges for exchanges please call our sales team on 0870 190 4091 to see what these are: delivery will be charged at cost £5.95 + Vat (£6.99) which will need to be taken + additional costs of goods if any.
 Credit/Debit Card Payments – Please give us your Telephone number to call you on.....