



PDASHOP.CO.UK

Returns Procedure

In the event that you may need to return any item supplied by pdashop.co.uk please follow the procedures set out below:

1. All items that you wish to return should be notified to pdashop.co.uk in writing within 7 days of receipt of the goods excluding weekends and bank/public holidays. By completing this form and posting your return goods within 7 days of receipt is sufficient for notification purposes. Any goods returned outside of this 7 day period will be processed at the discretion of Pdashop.co.uk.
Any products personalised with iD-Me are non-returnable.
2. All items notified to be returned should be returned to Returns Dept, Pdashop.co.uk, C/O Greenfields Holdings Ltd, Unit 10 Sherriff Street, Worcester WR4 9AB within a reasonable time of notification.
3. Complete the Returns Form on the reverse side of this document and where possible giving as much information as possible (make yourself a copy of the Returns Form for future reference).
4. Pack the item(s) securely complete with the Returns Form enclosed ensuring reasonable care is taken with all the item(s) and where possible include the original packaging and labels.
5. The cost of any Return is at the responsibility of the buyer. It is recommended any package is sent via your local post office plus it is advised that you send any parcel(s) recorded Signed For® so that you are able to trace the parcel(s) if needs be.
6. Refunds and exchanges will be processed within 30 days of notification.
7. In the event that an exchange or replacement is required immediately it is advised that a new order is placed with the sales office for what is required and that your return should request a Refund stating in the reasons that a new order has been placed separately.
8. Please note return postage costs are only be refunded for returns where products are deemed to be faulty or where Pdashop.co.uk has sent incorrect products. Postage refunds will be given up to a maximum value of Royal Mail's 1st Class Signed For® Mail or Parcel Post. Any additional costs incurred for premium services will be at the cost of the buyer.

If you have any further queries please contact the PDA Shop for advice before returning your item(s).

Returns Dept, Pdashop.co.uk

t 01905 743387 | e returns@pdashop.co.uk | w pdashop.co.uk

