PRODUCT RETURNS FORM

This form must be completed and returned with your item. You should only send via tracked delivery to our office address shown on this form.

Date:
Customer Name:
Order Number:

Order Date:	Received Date:

Product Name:

Reason for Returning item:

☐ I am returning this item UNOPENED and UNUSED and within the legal 7 days from receiving it in-store or via delivery service.

☐ I am returning this item as I believe it to be FAULTY, and it is within 28 days from receiving it in-store or via delivery service.

If you believe the product to be faulty, please describe the problem:

Please note: all products must be returned in their original packaging and complete with everything as it was originally sold to you.

What would you like to happen next:

- I would like a full refund (unopened and unused (within 7 days)
- I would like the same product as a replacement (within 28 days)
- I would like a different product as a replacement (within 28 days)
- I would like you to repair my product as per your terms & conditions

For more information about returns and what we can do for you, please see:
www.justbbguns.co.uk/returns

I am contactable by:

Phone Number:

Email:

I sign this document to confirm that I have not misused this product, nor have I used inferior BB pellets or reused any BB pellets at any time. I also confirm that I have not taken the item apart to attempt to fix it myself, or changed its appearance in colour or accessories and upgrades. I accept that if the fault has been caused by misuse, my warranty is void.

Signed:	Date:

Please note: your product may not be at fault and it may just be a simple user error. It is worth dropping us an email to our support system before you send the item back to us. Please email **info@justbbguns.co.uk** with your issue, and let's see if we can get you back up and running as fast as possible.

Returns Address for Just BB Guns UK:
Just BB Guns UK, Trimex House, Pier Road, Feltham, TW14 0TW