



# EQUILIBRIUM

## Returns and Exchanges

Thank you for placing your order with Equilibrium Products.

We hope that you are happy with your purchase, but we do understand that buying online can sometimes be difficult and that items may not be as you expected when they arrive.

In order to receive a refund/exchange:

- *your item must be clean, unused and in the same condition that you received it.*
- *your item must be in its original packaging.*
- *your item must be returned to us within 30 days from receipt of your order\*.*
- *sent with this fully completed form - this enables us to process your request as quick as possible.*

Name		Order Number	
Address		Date Of Purchase	
		Refund Required?	
		Exchange Required?	
Email Address		Please state size and colour of exchange required:	
Phone Number			
Product Returning			
Size/Colour		Return Code: TB - too big TS - too small F - faulty (please give detail) P - poor quality D - parcel damaged on arrival	L - looks different to image on site I - incorrect item received OT - other (please give detail) A - arrived too late
Reason for return (please explain/use codes):			

Once your item has been received and inspected, your return/exchange will then be processed. If a credit for the order is needed, this will automatically be applied to your credit card or original payment method. If you require an exchange this will be sent to your original shipping address.

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable, however your return postage will be refunded in full if the fault lies with Equilibrium Products (i.e. incorrect item or faulty product).

We aim to process all refunds/exchanges within 7 working days.

**To return your product, you should post your product to:**

**FOA Equilibrium Returns Equilibrium Products LTD  
Diamond Logistics,  
Unit 11 - 15, Double Arches,  
Business Park, Eastern Way,  
Heath and Reach,  
Leighton Buzzard,  
LU7 9LF,  
United Kingdom**

\*unless otherwise stated on our website.