



SHOCKDOCTOR.CO.UK RETURN AND EXCHANGE POLICY

Shock Doctor stands behind the quality of everything we sell and hope you're happy with your gear. If you're unsatisfied for any reason, return your merchandise following the instructions below.

Shock Doctor does not process any returns or exchanges of products purchased from a retail store. All retail store purchases must be returned to the retail store where the product was purchased. If you're unsatisfied with your Shock Doctor product, we'd still like to hear from you. Please feel free to call or email.

All unopened and unused items purchased from shockdoctor.co.uk can be returned up to 30 days of purchase.

RETURN ITEM(S) FOR A REFUND

If you purchased an item at shockdoctor.co.uk and want to return it for a full refund, follow the simple steps below. When we receive your returned item(s) we will refund the original method of payment.

1. Fill out form (page 2 of Returns Policy)
2. Mail product, form and original packing slip (if you have it) to:

Shock Doctor
Hy-pro House
Arenson Way
Dunstable
LU5 5BN

RETURN ITEM(S) FOR AN EXCHANGE

If you have purchased an item at shockdoctor.co.uk and want to exchange it, follow the simple steps below. If it is an even exchange we will simply mail you a new item. If the item you wish to exchange for your new item is of lesser value, we will credit you the difference on the original method of payment. If the item is of greater value we will charge the difference to your original method of payment.

1. Fill out form (page 2 of Returns Policy)
2. Mail product, form and original packing slip (if you have it) to:

Shock Doctor
Hy-pro House
Arenson Way
Dunstable
LU5 5BN

HOW TO SEND YOUR RETURN

After you have completed your online return form, simply print it out. This will serve as a packing slip (if you don't have the original) and provide us with all the details we need to expedite your return or exchange. Just place this form in the box with the item(s) you are returning.

WHEN WILL I GET CREDIT FOR MY RETURN?

Received returns are generally processed within 3-5 business days of receipt. Please allow one billing cycle for credit card refunds to appear on your statement.

CAN I RETURN ITEMS TO SHOCK DOCTOR THAT I BOUGHT IN A RETAIL STORE?

No. All retail store purchases must be returned to the retail store where the product was purchased. However, because we stand by the quality of everything we sell, we'd still like to hear from you if you're unsatisfied with your Shock Doctor product. Please feel free to call or email.

DO YOU HAVE A QUESTION?

Give us a call or send an email

info@shockdoctor.co.uk

01582-670100

Hours: 9am-5pm Mon-Fri

PRODUCT RETURN FORM

PLEASE FILL OUT THIS FORM AND PLACE INSIDE BOX WITH PRODUCT TO RETURN.

Please return product to the following address:

Shock Doctor
Returns & Exchanges
Hy-Pro House
Arenson Way
Dunstable
Bedfordshire
LU5 5BN

NAME: _____

ADDRESS: _____

ORIGINAL PURCHASE DATE: _____

ORIGINAL ORDER NUMBER: _____

REASON FOR RETURN: _____

PLEASE NOTE IF YOU ARE REQUESTING CREDIT OR AN EXCHANGE OF PRODUCT:

CREDIT **PRODUCT EXCHANGE**

DATE OF RETURN: _____