

NEED TO RETURN OR EXCHANGE SOMETHING?

You can return items to us within 30 days for refund. Your order must be returned to us in an unopened and unused condition. We are unable to accept returns of used products. If your order has been used, it may be sent back to you.



Please enclose a completed copy of this returns form in your return package.

You can use a courier of your choice to return your order, we recommend looking through Parcel2Go. Please note, we do not cover the cost of the returns. You must obtain proof of postage.

CUSTOMER NAME	
CUSTOMER ADDRESS	
ORDER NUMBER	

PRODUCT CODE	QUANTITY	RETURN CODE

Return Codes:

1. Wrong item
2. No longer needed
3. Product didn't match the description
4. Product was damaged upon arrival
5. Defective product

PLEASE ENCLOSE RETURN FORM WITH PRODUCTS AND ORIGINAL PACKAGING AND LABELS IN A WELL-SEALED BOX. POST TO ADDRESS, BELOW:

Active Era Returns
Unit 6
West Road Industrial Estate
Billingborough
NG34 0QU

ADDITIONAL COMMENTS