



Returns Form

Return Address: Trackershop LTD (Returns Dept.)
Riverbank House, 1 Putney Bridge Approach
London, SW6 3JD

General Information		
Name:	Tracker ID(s):	
Phone:	Email:	
Delivery Address (if applicable):		

Reason for Returning Your Device

Provide as much information as possible to help the work shop address your issue in the best way immediately.

If applicable, have you saved your trackers History? This may be deleted during the repair process.

Reason	Yes	Notes
Refund		(please ensure device is unused, returned with original packaging and within the 14 day return period.
Exchange		
Item arrived damage		
Repair		

Please send your item recorded delivery so that it is documented as arriving at our returns dept. Any items returned non-recorded that are lost in transit will be the customers responsibility to raise a claim with the courier service used.

*Your device will be ticketed upon receipt at the workshop.
Refunds will be issued on the day of item(s) arrival, as long as the above stated refund criteria is met. Please allow 5-10 working days for the funds to appear in your account.*

For repairs, your device(s) will be checked in, and a member of the Tech Team will contact you via phone/email once the issue has been identified/resolved. Please allow 24/48 hours, depending on the time your device(s) arrive back at the workshop.