



# Returns form

www.atomic.com

**ORDER NUMBER\*:**

\*10 digits starting with 52XXXXXXXX. This number can be found in your account when you log on to atomic.com or on your invoice.

Thank you for your purchase on atomic.com!

If you are not satisfied with your purchase, simply return the item/s concerned **within 14 days of delivery**. We will reimburse the cost of your item/s (less the return shipping costs). The item/s must be returned within the stated period and must be intact and complete. They must not be used, washed or worn and in their original packaging.

All labels must remain in place (attached to the product) and this return form must be enclosed in the parcel.

You can return your goods via the Royal Mail service or by your chosen carrier. Please ensure that items are carefully packed and labeled. **Customized products and skis mounted with bindings are excluded from the right of return!**

**NOTE : This return form must be enclosed in the return parcel. If this return form is not enclosed, your return may be refused.**

If you are returning goods because the product is damaged or you received the wrong product, please contact customer services on +44 2033215470, from 9am to 6pm, Monday to Friday (local call).

**Please return your item/s to:**  
PFS Web / Atomic  
Rue de l'aéropostale 1 (S2)  
4460, Grâce-Hollogne  
Belgique  
  
Tel. +44 2033215470  
(local call)

**Please state the product codes (eg AE5012880250) for the returned item/s and select the reason for the return.**

1/ Product code : .....

- Too large  Too small  Bad value for money  Does not match the image on the website
- Item delivered late  Wrong item received  Item damaged
- Quality (**please specify**) : .....
- Warranty claim (**please specify**) : .....
- Other (**please specify**) : .....

2/ Product code : .....

- Too large  Too small  Bad value for money  Does not match the image on the website
- Item delivered late  Wrong item received  Item damaged
- Quality (**please specify**) : .....
- Warranty claim (**please specify**) : .....
- Other (**please specify**) : .....

**Further comments:** .....  
.....

**For authorisation to refund the amount onto the card used, please sign below:**

**Signature:**                      **Date:**



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[www.atomic.com](http://www.atomic.com)

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## Returns policy

If you are not satisfied with your purchase, simply return the item/s concerned **within 14 days of delivery**.

We will reimburse the cost of your items (less the return shipping costs). The items must be returned within the stated period and must be intact and complete. *They must not be used, washed or worn and must be in their original packaging. All labels must remain in place (attached to the product) and this return form must be filled in and enclosed in the parcel.*

**Customized products and skis mounted with bindings are excluded from the right of return!**

You can return your goods via the Royal Mail service or by your chosen carrier. Please ensure that items are carefully packed and labeled.

Atomic cannot be responsible for parcels lost by the delivery service, so you are asked to retain your receipt as proof of sending.

If you are returning goods because the product is damaged or you received the wrong product, please contact customer services on +44 2033215470, from 9am to 6pm, Monday to Friday (local call).

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## Inappropriate returns

If you return an item outside the terms of our returns policy and our general sales conditions, we may refuse to reimburse you.

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## Warranty claims / After-sales service

If you wish to return an item purchased from [www.atomic.com](http://www.atomic.com) under the applicable warranty, please refer to the Warranty page on [www.atomic.com](http://www.atomic.com), or contact customer services on +44 2033215470 from 9am to 6pm, Monday to Friday (local call).

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## Products excluded from the withdrawal right

Products prepared according to the consumer's specifications or clearly personalised are excluded from the withdrawal right. Therefore, all of the products stated below are excluded from the withdrawal right: Customized skis, Pairs of skis mounted with bindings, ski boots for which the inner liner has been thermoformed, ski boots for which the shell has been thermoformed.

These products are still subject to the applicable warranty rules.

**NOTE : This return form has to be enclosed in the return parcel. If this return form is not enclosed, your return may be refused.**