



RETURNS

Your purchase comes with a 30-day satisfaction guarantee starting from when you receive your order. This means that if you are not completely satisfied, you can return your order for a full refund, size swap or an exchange. It can take a few days to get used to our orthotic products, so please give your feet some time to adjust to the support. If you have trimmed your insoles you can still send them back to us, don't worry! Some products will need to be in their original condition to qualify for a refund/exchange. Visit <https://footactive.co.uk/delivery-returns> for more information.

If you are sending items back to us, please fill out the form below and include it within your return. Once we have received your return, we will process your request as quickly as possible. We ask that customers cover the cost of postage when sending items back to us. We cover the postage when sending exchanges, which will be sent to your original delivery address.

Returns address: **FootActive, Unit 3, Murray Court, Wincanton Business Park, Wincanton, Somerset, BA9 9RX**

Full name	
Order number	
Item(s) being returned	
What is the reason for your return?	
Would you like a Refund or an Exchange?	
If Exchange, what item(s) would you like to receive?	

If you need any help at all, please contact us at help@footactive.co.uk or call us on 01963 330880