

## Money Back Guarantee - Claim Form

### Contact Details

Title (Mr/Ms/Miss/Mrs etc) : \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_  
\_\_\_\_\_  
The best days / times for us to call you:  
(we will require around 15 minutes of your time to discuss your problem)  
\_\_\_\_\_

### Sporting Details - Please Complete This Section To Enable Us To Better Understand What Went Wrong

Your sport: \_\_\_\_\_

What brand of product did you regularly use in the past? \_\_\_\_\_

Do you usually experience problems with sports nutrition products when you race? \_\_\_\_\_

Did you experience any problems with High5 in training? \_\_\_\_\_

Did you try High5 products in training at race intensity before your race? \_\_\_\_\_

**The 1st race distance over which you tested High5 products:** \_\_\_\_\_

Race name and date: \_\_\_\_\_

Race temperature: \_\_\_\_\_

Did you follow the High5 race faster guidelines for this race distance? \_\_\_\_\_

The approximate amount of each product consumed and how often?  
Please list all High5 products and the amounts of each separately. Include other brands of product consumed as well. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please give a brief explanation of the problems you experienced: \_\_\_\_\_  
\_\_\_\_\_

**The 2nd race distance over which you tested High5 products:**

Race name and date: .....

Race temperature: .....

Did you follow the High5 race faster guidelines for this race distance? .....

The approximate amount of each product consumed and how often?

Please list all High5 products and the amounts of each separately. Include other brands of product consumed as well.

.....  
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Please give a brief explanation of the problems you experienced.

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**Product For Which You Are Claiming A Refund**

1. Product:	Size:	Flavour:	Amount remaining in pack:
2. Product:	Size:	Flavour:	Amount remaining in pack:
3. Product:	Size:	Flavour:	Amount remaining in pack:
4. Product:	Size:	Flavour:	Amount remaining in pack:
Total value of the claim:			

If items were purchased by mail order, then shipping cannot be refunded. In most circumstances, this money back guarantee is limited to the replacement value of a 600g to 650g sizes. This offer does not affect your statutory rights. Please post this completed form, together with a receipt for purchase for all of the products listed above to:

Money Back Guarantee - Claim  
High5 Ltd.  
Unit 4. Ash Court  
Forest Business Park.  
Bardon. Leicestershire.  
LE67 1UB

Thank you for the time you have taken to complete this form. In a short while, either Tim or Mick Atkinson will call you to discuss your problem in more detail. This is to better enable us to understand your problem, so that we might develop better products and help other athletes in the future.

