

Return / Exchange Form

COUNTRYSIDE SKI & CLIMB LTD
 MAIL ORDER DEPARTMENT
 118-120 HIGH STREET
 STEVENAGE, HERTS. SG1 3DW



COUNTRYSIDE SKI & CLIMB LTD

Tel: 0800 298 9975 or 01438 353086
 Fax: 01438 740214
 Email: webinfo@countryside.co.uk

Customer Order No. _____

Date _____

You can return a product for a full refund or exchange within 28 days. The item(s) must be returned in a new and unused condition along with its packaging, original labels, a copy of the original receipt and the Return/Exchange Form filled in describing the reason for return. If you do wish goods to be exchanged a further delivery charge is applicable. We strongly urge you to use an insured/recorded delivery service as Countryside cannot be held liable for any items that fail to reach us. Please note, Countryside does not provide cash refunds.

In the event that an item is faulty please return it to Countryside along with its original packaging, a copy of your original receipt and a description of the fault detailed on the Return/Exchange Form within 28 days.

Where a product is found to be faulty we will exchange the item or provide a full refund including postage where appropriate.

For hygiene reasons Countryside is not able to accept underwear garments for refund or exchange unless they have not been worn.

RETURNED ITEMS

Code	Colour	Description	Size	Price	Reason for Return (see below)

REASON FOR RETURN

1 Too Big 2 Too Small 3 Unsuitable 4 Not as Expected 5 Wrong Item Sent 6 Just Don't Like it

Other (please specify) _____ Faulty (please specify) _____

EXCHANGE/NEW ORDER

Code	Colour	Description	Size	Price

PLEASE NOTE
 THERE IS AN
 ADDITIONAL POSTAGE
 CHARGE FOR
 EXCHANGES/NEW
 ORDERS

Fill in details below if exchange/new order to go to an address different to that on your original order.

Name:

Address:

Postcode: Tel No:

Mobile No: Email:

Cheque enclosed for appropriate amount Please call me to obtain credit card details

Cheque's made payable to Countryside Ski & Climb Ltd

Please ensure that all parts of this form are complete and return to the address above.