

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 wish goods to be exchanged please complete the 'EXCHANGE' section at the bottom of this page. We strongly urge you to use an insured/recorded delivery service as Countryside Ski & Climb Ltd cannot be held liable for any items that fail to reach us. Please consider reducing your environmental impact by (where possible) re-using delivery packaging from your original order to wrap your return.

In the event that an item is faulty please return it to Countryside Ski & Climb Ltd 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 Ski & Climb Ltd 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 Not as Expected 4 Wrong Item Sent 5 Just Don't Like it

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

If the item you have purchased is unsuitable and you would prefer an exchange then we will happily do this free of charge, if stock is available. Otherwise a refund will be provided against the original card used for your order. Please note that unless you state otherwise, all exchanges will be sent to the delivery address supplied for the original order.

EXCHANGE

Code	Colour	Description	Size	Price

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