

 **RETURNS**

We hope you are completely happy with your order, however, if you happen not to be don’t worry, returning your order is quick and easy.

If you wish to return your item(s), simply fill in this returns form and send it to the below address, clearly marked ‘Returns’ with

the item(s). We recommend using a tracked service to ensure the item has been delivered

Pick Pack Despatch

Unit 8 Wates Way

The Acres Estate

Banbury

OX16 3TS

To receive a refund your item(s) must be sent back to us within 60 days in the original condition and in the original packaging. Please allow 5 working days for us to process your refund. When your return is complete you’ll receive a confirmation email.

**FAULTY**

We take great pride in everything we do and are just as disappointed as you when things aren’t up to scratch.

If you have unfortunately received something that isn’t up to the high standard you expect, please get in touch with the customer care team at mountainwarehouse.com

Your statutory rights are not affected

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ORDER NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EXCHANGE OR REFUND: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**REASON FOR RETURN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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