MOUNTAIN WAREHOUSE

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 you item(s), simply fill in this returns form and send it back to us with the item(s) to. Dippy Swim. The Nook, Perrymill Lane, Sambourne, B96 6PD

Please note that you are responsible for the item(s) until they are received by us. Therefore, we recommend using a traceable and insured method of delivery via Royal Mail and obtaining proof of postage to make a claim from the carrier if the item(s) fail to arrive.

To receive a refund your item(s) must be sent back to us within 60 days and in the original condition and ideally in the original packaging. Please allow 10 working days for us to process your refund. Please note, this may be longer during sale periods. 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 mountain warehouse.com. Your statutory rights are not affected.

NAME _____ EMAIL _____

ADDRESS _____

_____

PHONE _____ ORDER NUMBER _____

_____

01 Recalled	04 Too big	07 Exceeds Best Before date	10 Missing parts
02 Faulty	05 Too small	08 Not fit for purpose	11 Arrived too late
03 Damaged on arrival	06 Not as described/ pictured	09 Poor quality	12 Incorrect product

PRODUCT NAME	QTY	REASON CODE	COMMENTS