

### Returns Form

#### How To Complete Your Return

1. Add your Contact Details
2. Add your Order Reference or Invoice Number
3. Add the reference codes for the item(s) you wish to return
4. Fill in the Quantity and the Return Reason with a code, and add any Extra Info if you wish
5. Attach the included prepaid return label to the return package
6. Post this sheet with the item(s) to the return address below
7. You will be refunded once we receive your package and have checked the item(s)

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#### 1. Contact Details

Email:

Phone:

#### 2. Order Ref / Inv #

Ref:

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#### 3-4. Item(s) Details

Item	Reference	QTY	Return Reason	Extra Info

#### 5. Return Address

Mountain Warehouse Returns Department  
Unit A  
Oaktree Business Park  
Limewood Court  
Leeds  
LS14 1NF  
UK

#### 4. Return Reason Codes

- 01 - Different to picture
- 02 - Did not arrive in time
- 03 - Item is damaged / faulty
- 04 - Quality not as expected
- 05 - Item too Small
- 06 - Item too Big
- 07 - Unwanted
- 08 - Other (please add Extra Info)

All items new and unused can be returned within **60 days** of receipt of products. Faulty or damaged items may be returned after the initial 60 days up to a period of 12 months.