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 your item(s), simply fill in this returns form and send it to the below address with the item(s). We recommend using a tracked service to ensure the item has been delivered

Unit 30 De Beauvoir Block
92-96 De Beauvoir Road
London
N1 4EN

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 2 working days for us to process your refund. When your return is complete you'll receive a confirmation email.

Please kindly note we do not accept underwear returns for hygiene reasons.

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.

HEALTHY BACK BAG

NAME _____ EMAIL _____

ADDRESS _____

_____

PHONE _____ ORDER NUMBER _____

REASON CODE Please complete the returns form below, telling us reasons for return.

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