

Thank you for your Mountain Warehouse order from Natal Active.

We hope you love your order but understand that occasionally you may need to return or exchange an item. For an exchange or refund please complete the following steps:

- Fill in the details on this form carefully & make a copy of this document for your records.
- Pack the items to be sent back securely in suitable protective packaging, together with this completed document.
- Post your return to the following address: Natal Active Ltd, c/o Mountain Warehouse, PO Box 320, Broadway, WR11 9EZ.
- Refunds will be processed as soon as possible to your original payment method, within 14 days from the date we receive your item.
- Returns must be received within 60 days of order receipt.

If you have any questions please contact the Mountain Warehouse customer care team.

ITEM(S) FOR EXCHANGE OR REFUND

Product Name	Quantity	Action Code	Replacement size / colour	Returns code

Action Codes

X - Exchange

R - Refund

Return Codes (reason)

A - Too big

B - Too small

C - Doesn't fit me

D - Arrived damaged

E - Wrong item sent

F - Other (please state)

Name:

Order Number:

Email:

Telephone Number:

Returns address: Natal Active Ltd, c/o Mountain Warehouse, PO Box 320, Broadway, WR11 9EZ