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**Thank you for your order!**

This order was dispatched by OLPRO

We hope that you are happy with your purchase, but if you wish to return your order, please visit the below link to start your return. There are various methods of returning an item depending on the size and/or weight of the parcel. Please see below for guidance. The order must be returned within 60 days from receipt. Please note that the items must be unused and still have their original tags and packaging.

[**https://olpro.gfs-returns.com/lite**](https://olpro.gfs-returns.com/lite)

**Returning through DPD**

Returns with DPD are via ParcelShop. All you need to do is select DPD return, and follow the instructions for printing off your label, stick your label to your parcel and drop it off at a local DPD ParcelShop. **Maximum weight of 30kg and a parcel length of 100cm.**

**Returning through EVRI**

Returns with EVRI are via an EVRI ParcelShop or EVRILocker. All you need to do is select EVRI return, and follow the instructions for printing off your label, stick your label to your parcel and drop it off at a local EVRI ParcelShop. **Maximum weight of 15kg**

**Parcel size limits:**Add together the 2 shortest sides and multiply it by 2. Add the length. If the total is less than 245cm, you’re good to go!

If you’re using a ParcelShop the **maximum length is 100cm**

If you’re using a Locker, the **limit is 66cm x 41cm x 38cm**

**Bulky Items**

Items that are rejected by the returns portal for being too bulky will need to contact Mountain Warehouse Customer Care to arrange collection of their goods. This can be done via the methods listed at the link below:

<https://support.mountainwarehouse.com/hc/en-gb/articles/4409682324369-How-to-get-in-touch>

Instructions:

1. Complete the table below and pop it in the return parcel
2. Follow the above instructions to start the return.

If you have any questions, please contact Mountain Warehouse Customer Care.

Customer Name: Order Number:

|  |  |
| --- | --- |
| Item Being Returned | Reason for Return |
|  |  |
|  |  |