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).

12 Jubilee Road
Shelton Lock
Derby
DE24 9FG

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.

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

For our full returns policy please refer to **mountainwarehouse.com/sellers/ottie-and-tottie/**

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.

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