

RETURNS FORM

If goods purchased prove unsuitable, they may be returned for refund, credit or exchange provided they are returned to us within 60 days of receipt.

We can arrange returns of Gazebos for you, however, they will be subject to a £50 charge to cover the return postage. Alternatively, you can manage the return yourself by sending it to the address in the top right. Returns for all other products and faulty or defective items are free.

To return your item, get in contact with Mountain Warehouse Customer Care using the below contact details.

Returns are subject to the following conditions: -

- Items must be returned to us, unused with all their original packaging and so in a resalable condition. Please do not stick any labels or notes directly on to the packaging of the product as we will not be able to refund the order.
- Items are returned within the 60 days from receipt period.
- All returned items are to be accompanied by the sender's name, address, contact telephone number, order invoice and reason for return.

Faulty/Damaged Items

If you believe your product is faulty or defective due to a manufacturing fault, you will need to contact us via the Mountain Warehouse online support portal here:

<https://support.mountainwarehouse.com/hc/en-gb/requests/new>

or via phone on 020388287700 before we can process the item.

ITEM CODE	DESCRIPTION	QUANTITY	REASON CODE	EXCHANGE OR RETURN

Return Reason Code

- | | |
|-------------------------------------|---------------------------------------|
| 1. Wrong quantity received | 8. Arrived too late |
| 2. Wrong merchandise received | 9. Customer not satisfied |
| 3. Purchased elsewhere | 10. Incorrect item ordered |
| 4. Damaged in shipping | 11. Ordered alternate options / sizes |
| 5. Wrong size /poor fit | 12. Unsuitable |
| 6. Product defective | 13. Faulty |
| 7. Product different to description | 14. Other..... |