

Returns & Exchanges

**Thank you for your Mountain Warehouse order from Tuff-Trek.**

**Please fill in this form should you need to exchange or return any items from your order**

**RETURNS INSTRUCTIONS:**

**Please fill in this form should you need to exchange or return any items from your order.**

* Fill in the details 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.
* Exchanges will be processed as soon as possible based on your requirements.
* Refunds will be processed as soon as possible to your original payment method, within 48 hours

from the date we receive your item.

* Returns payment will be your responsibility.

**Faulty** - We take 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 Mountain Warehouse Customer Care

DATE:

|  |  |  |  |
| --- | --- | --- | --- |
| Full name: |  | Email: |  |
| Tel No: |  | Order No: |  |

Reason for return:

|  |  |
| --- | --- |
| Wrong item ordered |  |
| Item not required |  |
| Item faulty – Please give details below |  |

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| --- |
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|  |

**RETURNS ADDRESS:**

**Tuff-Trek**

**Unit M2, Swallows Business Park, Dimond Drive, Hailsham, East Sussex BN27 4EL**