



# 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 slip and visit <https://www.royalmail.com/track-my-return#/details/7799>:



and follow the steps on our Royal Mail returns portal to return you item(s).

To receive a refund your item(s) must be sent back to us within 60 days and in the original condition and ideally with original packaging.

Please note we do not accept refunds on socks.

We only accept returns for orders placed with Vibram FiveFingers on the Mountain Warehouse website.

Please see our returns policy for more information.

### 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](http://mountainwarehouse.com)

Your statutory rights are not affected.

## DETAILS

NAME:

EMAIL:

ADDRESS:

PHONE:

ORDER NUMBER:

**REASON CODE** Please complete the returns form below, telling us reasons for return.

- 01 Recalled
- 02 Faulty
- 03 Damaged on arrival
- 04 Too big
- 05 Too small
- 06 Not as described/Pictured
- 07 Not fit for purpose
- 08 Poor Quality
- 09 Arrived too late
- 10 Incorrect product
- 11 Missing parts

PRODUCT NAME	QTY	REASON CODE	COMMENTS

**PLEASE INCLUDE THIS RETURNS SLIP IN THE PARCEL WITH YOUR RETURNS**