

HOW TO RETURN YOUR ITEMS:

To return any part of your order, please complete the following steps.

STEP 1 – Write your Order number in **Box A**. This can be located on your Delivery Note that was included with your order and will start with WH-.

STEP 2 – Tell us the reason why you're returning your product(s) in **Box B**

STEP 3 - In **Box C** tell us about the product(s) you are returning

STEP 4 – Provide us with your Contact details in **Box D**

STEP 5 - **Send the item(s) back to us with this form enclosed.** You can do this free of charge using Royal Mail Tracked 48. To print your label, go to; <https://www.royalmail.com/track-my-return/create/1003>. Please note that you will need your Order number to hand to generate your label.

1. Items should be returned within 60 days of receiving your order. Unfortunately, we are unable to fulfill Exchanges via our Returns process. You will need to place a new order. Further details of our Returns policy can be found online at www.mountainwarehouse.com/sellers/whitby/

Box A - Order Number

Box B – Tell us the reason for your return...

1.	Arrived Too Late		5.	Changed Mind	
2.	Poor Quality		6.	Parcel Damaged on arrival	
3.	Faulty Product		7.	Not as expected	
4.	Incorrect Item received		8.	Other (please state)	

BOX C – Tell us which product(s) you are you returning...

Item No.	Description	Qty	Price	Reason	Refund
Total Cost of Refund			£		

BOX D – Your contact details...

Name	
Address (Line 1)	
Address (Line 2)	
Town	
Postcode	
Email Address	
Telephone No.	