



Returns Form

Order number:

Date:

Your name:

Your address:

Thank you for your order, we hope you are happy with your purchase. If you need to return an item please follow the steps below:

1. Use this Returns Form;
2. Complete the returns information with quantity, reason for return and tick if you would like a refund or exchange;
3. Securely package and return to the address at the bottom of this form.

Return Codes:
A - Too small
B - Too large
C - Don't like the fit
D - Don't like the colour
E - Just don't like it
F - Possibly faulty

Enter returns info

Item Code	Description	Quantity	Return Qty.	Return Code	Exchange?	Refund?

Additional information: (e.g. If exchanging goods, state which item including size and colour you would like in exchange)

Continue overleaf if necessary

RETURNING GOODS FOR EXCHANGE OR REFUND:

Goods may be returned for refund or exchange within 21 days of receipt. Returned items must not be worn, soiled or damaged in any way, and must be 'as sold'. You **do not** need to contact us to notify us of your return, unless the item is faulty or is outside of our 21 day policy. If returning goods from outside of the EU you must attach a customs declaration clearly describing the goods as "BRITISH RETURNED GOODS". Goods must be packaged securely to ensure they are not damaged in transit. The responsibility and liability of the goods remains with you until we are in receipt of the goods. Goods are returned to us at your cost. Customers exchanging goods will be charged the appropriate delivery charge on their new order.

Please return goods to: -->

In case of query please contact Customer Services:

Tel: **08456 53 20 53**

Email: **Customer.Services@OutdoorAndCountry.co.uk**

Your Statutory Rights are not affected; see our website www.OutdoorAndCountry.co.uk for our full Terms & Conditions.

Office use only: Date received:

Postage:

Initials:

Outdoor & Country
The Old School Stone
Road
Blackbrook
Newcastle
ST5 5EG
United Kingdom