



# MOUNTAIN TRAILS

# RETURNS FORM

t: 01995 672879 e: returns@mountaintrails.org.uk

## Step 1 – Your Order Details:

IMPORTANT! – PLEASE ENTER YOUR RETURNS ID NUMBER HERE:

Name:

Date of Return:

Invoice No:

Invoice Address:

- The details required for this step can be found on your invoice, which was enclosed with your order
- You must contact our sales team for a Returns ID Number within the time specified before completing this form
- Please ensure that you have read, and comply with, our instructions for exchanges and returns. These can be viewed at : [www.mountaintrails.org.uk/ExchangesAndReturns.htm](http://www.mountaintrails.org.uk/ExchangesAndReturns.htm)

Postcode:

Tel:

Email:

## Step 2 – Reason for Return:

- Please use the box below to enter any additional information that might help us fulfil your request
- Details and terms of service regarding each of these 'Reasons for Return' can be viewed at : [www.mountaintrails.org.uk/ExchangesAndReturns.htm](http://www.mountaintrails.org.uk/ExchangesAndReturns.htm)

Item(s) Unwanted

Item(s) Requiring Exchange

Item(s) Defective on Receipt

Item(s) Developed a Fault in Use

Cancelling Order

Additional Information:

- **Returning items for exchange?** Tick here to confirm that you have purchased Additional Postage :

## Step 3 – The Item(s) You're Returning:

- **For qualifying returns only:** Tick here if you want a refund rather than an exchange:

No:	Item Code:	Description:	Qty:
1.			
2.			
3.			

Exchange Details: *Please advise us of which item(s) you would like in exchange.*

### Returning Tips:

Enclose your completed form with your parcel or package and take it to your local Post Office – the address label on the right can be cut out and attached to make things easier.

For peace of mind you may wish to send your return via Royal Mail Special Delivery – you are responsible for the goods until they are received by Mountain Trails. However, please be aware that you will be refunded the postage costs of returning defective stock at the prevailing rate of the service used to originally ship it to you.

For more details please see [www.mountaintrails.org.uk/ExchangesAndReturns.htm](http://www.mountaintrails.org.uk/ExchangesAndReturns.htm)

**Mountain Trails – Returns  
Rose Cottage  
The Square  
Great Ecclestone  
PR3 0ZB**

Please complete this form clearly in black or blue ink