

Returns Form



Returns Address

Crib Goch Outdoor
Returns [Order ID]
58 High Street
Llanberis
Gwynedd, UK
LL55 4EU

Date	<input type="text"/>
Full Name	<input type="text"/>
eMail	<input type="text"/>
Phone	<input type="text"/>
Order ID	<input type="text"/>

Please read the information below and tick the appropriate box.

- Print, read, complete and include this Returns Form. Alternatively please provide **all** the requested information on any other suitable piece of paper.
- Items must be unused and in a re-saleable condition, just as you received them with original tags, labels, spare parts, instructions and ALL packaging. • Make sure your item is adequately packaged.
- Post the item(s) back to us using a suitable service appropriate to the item's value. Crib Goch Outdoor is not responsible for items lost in transit. Proof of postage is not proof of delivery, please use tracked.
- A refund for the goods will be issued once the return is processed at our warehouse.

I simply don't want it

It's not what I ordered

I'd like to swap it - Do not tick!

To exchange an item, complete a new order for the desired replacement, and return the unwanted goods for a refund.

Whilst we agree that this is technically not an exchange service - it is *the* most efficient and fastest way to ensure that you receive the goods you require.

Damaged in transit

Defective, broken or faulty

If you feel that your item is defective, broken, or faulty in any way and it is still under **warranty**, then contact our Customer Support team at: **customerservice@cribgochoutdoor.com**

Please provide as much information as possible with regards to the issue and including photos showing the whole item and the location of the issue. Feel free to write on the back of this Returns Form.

For Health and Safety reasons, items **must** be returned clean, dry and free from dirt. We regret to inform you that we can **not** process items that do not meet these criteria, and we will return these items to you.

Please do follow these steps for the fastest possible resolution.

Name of Item(s):

Location of the fault on the item:

Full description of the suspected fault:

Don't let this official looking document fool you, we are a small independent Outdoor Shop that strives to be as professional as possible and resolve any return/warranty as efficiently as possible, hence the form. If the reason for your return is that the size guide, product description was inaccurate if you could please let us know on the reverse, so we can offer better advice in the future. We welcome any other feedback as we will always look to offer our customers the best service.

For official use only

Received by: _____ Actioned By: _____ Completed By: _____