



At Crib Goch Outdoor we would like all our customers to be completely satisfied with their purchases. Should you not be for whatever reason you may return or exchange any item(s). More information is available at [www.cribgochoutdoor.com/pages/returns](http://www.cribgochoutdoor.com/pages/returns)

Our Customer Service Team are available 9am - 5pm, Monday to Sunday

RETURNS/  
EXCHANGE FORM

Name		Order Number		Date	
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Qty	Item Code	Description	Exchange	Refund	Replacement size	Replacement colour	Reason code	Reason codes
								1. Does not fit 2. Does not suit 3. Arrived too late 4. Poor quality 5. Unwanted gift 6. Item faulty See below for instructions 7. Incorrect item

Additional information or incorrect item? Please write here.

**Klarna.**

Klarna orders cannot be exchanged. You will need to return the original item for a refund & place a new order for the replacement.

#### Faulty Item?

If you feel an item is faulty, **please contact us in the first instance.** Please **do not** return any faulty items to us until **asked to do so.**

#### RETURNS ADDRESS THIS IS NOT A PRE-PAID LABEL

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

- Please fill in the requested information above, including whether you would like an exchange or a refund.
- Package the items you are returning in suitable packaging to prevent damage during transit.
- Goods must be returned within 28 days unless part of an extended returns policy, and all goods must be returned in their original condition and packaging, with all labels attached.
- Enclose this form with your products in the return parcel. Or the requested information if you don't have a printer.
- **Royal Mail postage labels** can be generated online at [www.cribgochoutdoor.com/pages/returns](http://www.cribgochoutdoor.com/pages/returns). These labels are free of charge for 1 exchange only. If you are returning goods for a refund, £4 will be deducted to cover postage costs.
- We do not reimburse postage costs if you arrange postage yourself. Ensure that you purchase sufficient postage insurance, the responsibility for item(s) remains with you until we receive them back.
- For an urgent exchange, we advise that you place another order immediately and request a refund for your original order on this form - in this instance, the £4 postage costs will not be deducted, *provided* that you mark this clearly by writing your new order number in the Additional Information box above.
- Please note that failure to properly follow our returns process may cause delays in processing your request.
- Please refer to returns policy for more information at [www.cribgochoutdoor.com/pages/returns](http://www.cribgochoutdoor.com/pages/returns)
- **Product Codes** can be found beneath the image on each product listing