



Uttings Outdoors

60 Bethel Street, Norwich
Norfolk, NR2 1NR

Phone: 01603 619811

Fax: 01603 619849

www.uttingsoutdoors.co.uk

Dear Customer,

Please find enclosed your order.

We would like to take this opportunity in thanking you for ordering from our company, and we hope that you have been delighted with the excellent service our company endeavours to give.

If, in the unlikely event that you are less than satisfied, please do not hesitate to contact us.

If you require further goods please visit our website at www.uttingsoutdoors.co.uk. For advice and assistance please telephone our Customer Service Team on 01603 619811.

We look forward to hearing from you soon

Uttings Outdoors

RETURNS FORM

Thank you for purchasing goods from Uttings Outdoors

Exchanges & Refunds

In the unlikely event that the goods supplied are not what you expected, you must return them to us in an un-used and un-soiled condition, complete with their original packaging, within 7 days of receipt.

Please be aware that items can only be returned for an exchange / refund if they are **unused** and in their **original packaging** and have all of the barcode tags intact, so don't remove them if you're thinking of sending them back! Any seals and shrink-wrap must be intact and clothing, shoes and accessories must have labels or tags attached (please **do not** put tape or labels on the goods packaging). If either the goods or the packaging are not in a re-saleable state, then we may decline your exchange / refund request. **If faulty footwear is being returned, please ensure that they have been cleaned of excess mud first. For health & safety reasons we are unable to process dirty products.**

Refunds will be credited to your original method of payment and an email will be sent to confirm when this has been done.

Please help us to deal with your return quickly by providing us with the following information.

ORIGINAL PURCHASERS DETAILS		SENDERS DETAILS (If different to original purchaser)	
ORDER NO.: (Can be found on receipt)	<input type="text"/>	Senders Name:	<input type="text"/>
Original Purchasers Name:	<input type="text"/>	Senders Tel No.:	<input type="text"/>
Original Purchaser Tel No.:	<input type="text"/>	Senders Address:	<input type="text"/>
Original Purchaser Address:	<input type="text"/>		

RETURNED ITEM	EXCHANGE FOR	REFUND	IF FAULTY PLEASE DESCRIBE FAULT

*Please ensure that you have filled in your **ORDER NUMBER*** as we are unable to process any returns without an original order number.

Failure to provide the requested information may cause delays in dealing with your return.