

Outdoor Action Mail Order Faulty and Incorrect Goods Form

For incorrect Items sent:

First of all can we apologise for any mistake that we have made and we will try and resolve the issue as quickly as possible for you. Please can you return the goods to us using basic 1st / 2nd class registered delivery, and also fill in the below form accordingly. Upon receipt we will either send the correct goods to you ASAP, and we will also reimburse any reasonable postage cost to you, for this we require copy of receipt from the post office / courier.

For Faulty items:

First of all can we apologise for any inconvenience caused by your product and that we will do all we can to rectify the issue. With any product that is suspect to having a manufacturing fault we will require to have the product returned to us via standard registered delivery for inspection. For this please fill in the below form with as much description as possible to the fault and location. [If required please use the back of this page] Upon receipt of the item we will carefully inspect the problem and if no fault can be spotted by ourselves we may even forward on to the manufactures for there report. This is normally the case when a fault is not visible [i.e. Leaking] please be aware that this process should not take any longer than 28 days. If the fault is found we will of course offer either, a replacement product like for like or an alternative up to the value of the original item. Or a Full refund including any postage costs incurred. If no fault can be found, you will be notified of this and the item returned to you, which we would require payment for the return postage of the item, which will be charged at cost price with either our courier or royal mail.

Please note if you need to return any large items i.e. tents or heavy items over 3kg in weight you must first contact us via email with the description of the fault and order number as this process can vary slightly for those items.

Please note we will only refund a maximum of £7 postage for faulty goods, if you believe your goods will cost more than this to send back then please contact us first for the best solution.

Customer Name _____

Order Number: _____

Order date and time _____

Order Invoice Address

Address line 1: _____

Address Line 2: _____

Town: _____

County: _____

Post Code: _____

Contact Phone Number

DAYTIME _____

MOBILE _____

ITEM[S] RETURNED inc. Description of reason for return

1. _____ Size: _____ colour: _____

Reasons for return: _____

2. _____ Size: _____ colour: _____

Reasons for return: _____

3. _____ Size: _____ colour: _____

Reasons for return: _____

If you require more space to write in please use the reverse of the page when filling in.