



Please be sure to read and complete all parts of form 1 and 2. Failure to do so will result in a delay dealing with your return.

(Please tick where applicable to show you have followed the necessary steps. In some cases, eg damp tents, failure to follow these steps will result in us sending the item back to you unprocessed)

Tents

- Is the tent clean and dry?*
- Is the tent complete? (part items only by prior arrangement)*
- Is the tent boxed/packaged adequately?*
- Have you described the area of fault on the returns form, and also provided a diagram where necessary?*

Other items

- Is the item clean and complete? (part items only by prior arrangement)*
- Is the item adequately boxed and protected for the return journey?*
- Are all manuals/instructions included?*
- Have you described the fault fully on the returns form?*

All items

- Have you enclosed a completed returns form?*
- Have you labelled the package with your name and order number?*

Please be sure the item is ready for collection on the arranged date. If couriers are unable to collect an item a further charge maybe required.

Signature:

Date:

Please sign and date this form to confirm that you have read and completed the above checklist and have packaged the item appropriately for return.



Please be sure to read and complete all parts of form 1 and 2. Failure to do so will result in a delay dealing with your return.

Customer Name:

Address:

Postcode:

Order Number:

Date of Purchase:

Item(s) Returned:

Full Description of Problem: *(Please be as accurate as possible, the bigger the item the harder it is to find the problem so detail is the key)*



Vat no: 730 1580 68 Registered office - Lowins House, Truro, Cornwall TR1 2NA

When returning a tent please add a rough sketch of the floorplan on the back of this sheet illustrating where the problem is, this will speed up the return's process .

Signature:

Date:

Please sign and date this form to confirm that you have read and completed the above checklist and have packaged the item appropriately for return.