



Return / Exchange Form

We hope that you are satisfied with the items(s) you have brought from us. However, if you are not then please print and complete this form and return with the item(s) to:

Outdoor & Cycle Concepts, PO Box 75, Malmesbury, SN16 9WQ.

We recommend that all items to be returned are sent to us by recorded delivery. Please ensure you attach any customs deceleration that may be required.

Please note that returned goods, either faulty or for repair must be in a clean and dry condition, or they may be returned to you without attention.

We will exchange goods free of charge when incorrect items have been supplied by us. Any charges incurred by our customers for the return of good because of our fault will be refunded accordingly. We are not liable for the cost incurred for the return of goods either size or colour exchanges or refunds.

Please complete to enable us to process your return:

- Customer Name
- Order Number
- Customer Number

Returned product details:					
Code	Description	Colour	Size	Qty	Reason (see below)

- A - Product not as expected
- C - Wrong Item received
- E - Faulty (Please contact us)
- G - Don't Like the style

- B - Poor Fit
- D - Arrived too late
- F - Don't Like the colour
- H - Other (please state why)

Exchange – Details of the replacement product wanted:					
Code	Description	Colour	Size	Qty	Other Comments