

All our products can be returned for a refund providing they meet the below criteria, within 14 calendar days of receipt. All goods should be returned in a resalable condition, with their original packaging and all labels please. The costs incurred in returning unwanted items are the responsibility of the customer. We advise that proof of postage is obtained as we are not liable for items lost in transit.

### REFUNDS

Once the returned goods have been received and inspected by our returns dept your refund will be applied within 14 days to the original payment method. Please remember to include your returns note!

### EXCHANGES

If you require an exchange, please re-order online or over the phone and return the original item for a refund. This ensures you receive your new item promptly, and guarantees the stock is available.

### FAULTY ITEM?

We really hope you are completely satisfied with your purchase, however if you find any item faulty please return this to us within 28 days of receipt for exchange or refund.

**For more information please see our full terms and conditions online at [www.roostersailing.com](http://www.roostersailing.com)**

### CONTACT INFORMATION

<b>ADDRESS CODE:</b>	<b>ORDER REFERENCE #:</b>
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**NAME:**

.....

**CONTACT TEL NO:**

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**EMAIL ADDRESS:**

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**BILLING ADDRESS:**

.....

.....

**POST CODE:**

.....

### ITEM DETAIL(S)

ITEM	SIZE RETURNED	REASON CODE
.....	.....	.....
.....	.....	.....
.....	.....	.....

If faulty or damaged on arrival, please indicate nature of problem:

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.....  
.....

- REASON CODES:**
- 1** No longer required
  - 2** Not as expected
  - 3** Fit - too small/too short
  - 4** Fit - too big/too long
  - 5** Item faulty (please specify)
  - 6** Delivery reason (please specify)
  - 7** Other (please specify)



Address Code #: \_\_\_\_\_

## **RETURNS DEPARTMENT**

Rooster Sailing Limited  
Unit F2-F3 Fort Wallington Industrial Estate  
Military Road  
Fareham  
Hampshire  
PO16 8TT  
United Kingdom

Either cut out this label and attach securely to your parcel or hand-write the information above.

Please ensure you include your address code on both your package and documentation inside the parcel.

We advise that proof of postage is obtained as well as using a recorded delivery service as we are not liable for items lost in transit