

RETURNS NOTE



Order Ref:
Item(s) Being Returned:
Name:
Address:
E-mail:
Contact Tel:
Reason for Return:

Returns Procedure

Please follow the procedure below to return goods to us:

1. Please provide a full description of the reason for the return in the space provided.
2. Wrap the items in their original packaging with all tags and labels etc relating to the returned goods.
3. Include your original receipt. (Without this we may not be able offer a refund).
4. Send the package with the completed Returns Note to us:

FAO – Returns, Snowtrax, Matchams Lane, Hurn, Christchurch, Dorset, BH23 6AW

5. Please remember to contact us first for any returns under warranty.

Please note, we strongly advise that you use a recorded delivery service. If you do not use recorded delivery and the goods do not reach us safely, we cannot be held responsible.

Please allow 14 days for us to process your return. We will notify you by phone or e-mail when we have processed your return.

No returns can be processed unless these conditions are adhered to.