

## PRODUCT RETURNS FORM

If you need to return an item, we want to make it as easy and painless as possible for you. In order to do this we need your help, so please take the following steps so that we can process your package on its return.

|                  |  |
|------------------|--|
| <b>Name:</b>     |  |
| <b>Address:</b>  |  |
|                  |  |
| <b>Postcode:</b> |  |

|                    |  |
|--------------------|--|
| <b>Phone:</b>      |  |
| <b>Alt. Phone:</b> |  |
| <b>Email:</b>      |  |
| <b>Order No:</b>   |  |
| <b>Postcode:</b>   |  |

| Product Codes/Description | Too Big | Too Small | Wrong Size | Faulty | Damaged | Unsuitable |
|---------------------------|---------|-----------|------------|--------|---------|------------|
| 1)                        |         |           |            |        |         |            |
| 2)                        |         |           |            |        |         |            |
| 3)                        |         |           |            |        |         |            |
| 4)                        |         |           |            |        |         |            |
| 5)                        |         |           |            |        |         |            |
| 6)                        |         |           |            |        |         |            |

**Comments:**

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**Please tick which action you would like us to take:**

| Refund                   | Replacement              | Credit                   | Alternative              |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Our Returns Policy**

At The Glasgow Angling Centre we want you to be satisfied every time you shop with us so we make our returns policy simple. Goods for return or exchange must be sent back to the store within 14 days of receipt. DVDs and CD ROMs may only be returned for replacements of original order. Simply send returns back to us at the address below via a secure Post Office service. (Royal Mail Special Delivery service recommended). Upon receipt of the goods we will, send replacement goods or issue a full refund for the price of the goods returned. Our only stipulation is that they are in a saleable condition, in other words;

- \* The tags have not been removed
- \* The garment or tackle item has not been used, worn or damaged
- \* The item is returned in its original packaging undamaged
- We will issue the refund (or send out an exchange) within 28days, and you will see the credit on your card after approximately 3 or 4 working days. Although we issue the credit straight away it takes this length of time to work its way through the banking system (some building societies can take up to 10 days). A refund will show on your card under the name Glasgow Angling. Where Faulty or Damaged goods are received please contact the store on 0871 7161670 selecting customer services number within 7 Days of receipt. All items that are dirty and/or wet will be returned un-repaired at your cost, before even being evaluated.

**Guidance & Notes**

- \* No delivery charge on exchanges if you send the item back to us through the post(UK Only). However we offer an uplift and delivery service for items you wish to exchange for instance if the item is not what you expected or the garment does not fit(UK Only). There is a £12.50 charge for this postage option whereby the replacement goods arrive on the same day as the returned items are uplifted
- \* Glasgow Angling Centre will only reimburse return p&p costs for up to 28 days after purchase
- \* Please ensure that you wrap the package securely
- \* Refund does not include your cost of the original postage and packaging or return post if the goods are not damaged or faulty.
- \* Please note that for your own security we advise that you send goods back using a service that can be tracked.
- \* We cannot be held responsible for packages lost or damaged in the post when being returned to us
- \* Royal Mail special delivery insures the goods up to £500
- \* Glasgow Angling Centre will not be held liable for Consequential Loss or damages
- \* This cover can be increased to £1,000 by paying a small premium
- \* Royal Mail recorded delivery only insures the goods up to £28
- \* Except where the goods you return are faulty or damaged, the cost of returning the goods to us is your responsibility
- \* This does not affect your statutory rights as a consumer
- \* Advice given by staff members regarding Sizes and fitting of items is their personal opinion. We will measure and advice to the best of our knowledge but the final decision is yours.
- \* Please do not return goods wet as these will be returned

Return to:  
 Glasgow Angling Centre Returns Dept.  
 Unit 1 The Point Retail Park  
 29 Saracen Street  
 Glasgow  
 G22 5HT