

EU RETURNS

NOT QUITE RIGHT? SEND IT BACK, WE'LL SORT IT

If you need to return an item to us, please post it back within **30 calendar days** of receipt, with the form overleaf filled in.

Please check the **Terms and Conditions** on our website for more information on returns.

NB. Items with any customisation, for example branding, rope cut to specific length, splicing, rigging etc. are non-returnable, except if there is a fault.

Ebay returns must be requested through Ebay

REFUNDS

Your refund will be applied **within 14 days** of us receiving it and will be issued through the original method of payment.

ROOSTER® Sailing Germany GmbH
Salinger Feld 36
58454 Witten
Germany

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hello@roostersailing.com



THE STUFF WE NEED TO KNOW IN ORDER TO PROCESS YOUR RETURN

ORDER REFERENCE NUMBER STARTING WEB OR SO

NAME

CONTACT NUMBER

EMAIL

BILLING ADDRESS

POSTCODE

THE PRODUCT(S)

Unfortunately we cannot process exchanges via this form.
For a replacement, please re-order via our website.

ITEM	SIZE	REASON CODE

REASON CODES
1 NO LONGER REQUIRED
2 NOT AS EXPECTED
3 TOO BIG
4 TOO SMALL
5 FAULTY ITEM*
6 OTHER*
7 ORDERED MULTIPLE SIZES

*INDICATE BELOW HOW YOUR ITEM IS FAULTY / OTHER INFORMATION



RETURNS DEPARTMENT

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If undelivered, return to: