

ROOSTER®



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

EASY RETURNS (UK MAINLAND ONLY)

Book a collection online through our website **RoosterKit.com**. Send the parcel using the Royal Mail returns link on our website. There will be a **£3.95 charge** to contribute towards postage. **This returns service is for mainland UK customers only.**

REFUNDS

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

INTERNATIONAL RETURNS (UK WEBSITE)

Send back your parcel to the UK warehouse using your own courier, with this form filled in within the parcel.

ROOSTER®
F2-F3 Fort Wallington Industrial Estate
Military Road
Fareham
Hampshire
PO16 8TT
United Kingdom

+44 (0)1243 389997
hello@roostersailing.com

For more information please see our full terms and conditions online at **RoosterKit.com**



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

ORDER REFERENCE NUMBER STARTING WEB OR 50

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

ROOSTER®
F2-F3 Fort Wallington Industrial Estate
Military Road
Fareham
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United Kingdom

If undelivered, return to: