

### Returns Information

Thank you for shopping at Adapt Outdoors. If you are not entirely satisfied with your purchase, we are here to help.

If your purchase is unsuitable, simply return the item to us in its original condition within 14 days of receipt.

Please state why you are returning the goods by filling in the return details below.

Unsuitable returned items should be unused and must be returned in the original packaging with the product labels still intact.

If you require a refund, this will be issued on receipt of the goods, (including the original delivery charge if applicable).

If you wish to exchange for an alternative size, colour or style, please complete a new order for the desired replacement and return the unwanted goods for a refund. This is the most efficient and quickest way to ensure that you receive the goods that you require.

If you feel that your item is defective, broken or faulty in any way and it is still under warranty, then please contact our Customer Service team at **customerservices@adaptoutdoors.com**. Please provide as much information as possible with regards to the issue and include photos where applicable.

Please return your goods to: **RETURNS, Adapt Outdoors, 10 Williamson Street, Liverpool. L11EB**

Please contact **0151 7087006** or email **customerservices@adaptoutdoors.com** if you have any queries with regards to returning your item.

#### **Please note:**

Goods will only be accepted for return if they are despatched within 14 days from the date the goods were delivered to you, unless we have agreed with you otherwise.

The item is your responsibility until it reaches us. Therefore, for your own protection we recommend that you send the parcel using a tracked delivery service.

For Health & Safety reasons, items need to be returned clean, dry and free from dirt. We regret to inform you that we cannot process items that do not meet these criteria, and we will return these items to you.

If your goods are unsuitable, the cost of returning the item to us is your responsibility.

#### **REASON FOR RETURN**

- Goods are not suitable
- Goods not the same as advertised
- Goods Damaged or Faulty (Please specify) .....
- Wrong goods received
- I changed my mind
- Other (Please specify) .....

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