

Icicle Mountaineering

Icicle, Church Street, Windermere, Lake District, LA23 1AQ
Order on line at: <https://shop.icicle-mountaineering.ltd.uk>
Tel: 01539 44 22 17 E-mail: info@icicle.co.uk



Returns form - valid from 01/01/2021

Before returning any item, please send an e-mail to us telling us what you wish to return, and await an acknowledgement response before posting anything to us. This ensures you follow the Distance Selling Regulations, by informing us within 14 days of receipt of goods, that you no longer want them. Further details of your rights are; <https://www.gov.uk/accepting-returns-and-giving-refunds>.

PLEASE COMPLETE THIS FORM WITH ANY ITEMS FOR EXCHANGE OR REFUND

Customer Name: Address: (as per original order):

.....

..... Post Code:

Address for exchange item (if different from above):

.....

..... Post Code:

Please give a daytime telephone number in case of any query:

RETURNS

Item(s) returned:

Reason:

.....

Please exchange for:

.....

OR Please send me a VOUCHER* / CREDIT NOTE* (*Delete as applicable)

NOTE: Items for Exchange or Refund must be returned UNUSED and UNDAMAGED WITHIN 14 DAYS OF RECEIPT. Exchange items will be sent to you at your cost. All returns to be at customers cost (Exception will be made if any item has been despatched incorrectly or is damaged. In this case please telephone 01539 44 22 17 so collection can be arranged). Please ensure goods are packed appropriately for transit as we do not accept any responsibility for loss or damage during return to us. We recommend you use a signed service for returns, as with a tracking number you can demonstrate exactly what date they were received back to us. Any unwanted items must be returned in all original packaging, unused, and clean. **Goods returned under complaint will not be accepted unless clean and dry, and with all original labels.**