



If you need to refund or exchange an item, please contact us before completing this form and returning the item to us.

Telephone: 017687 72912  
 Email: info@derwentwatermarina.co.uk

<i>Reason Codes:</i>	<i>1. Item Faulty</i>	<i>2. Incorrect Item Sent</i>	<i>3. Wrong Size / Colour</i>	<i>4. Does not suit</i>	<i>5. Order cancellation</i>
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<b>Customer Name</b>	<b>Delivery Address</b>	<b>Contact Telephone Number</b>

Product Name	Colour/Size	Quantity	Refund or Exchange?	Reason Code	Replacement Item/Size

1. Complete the grid above, indicating the items which are for refund or exchange.  
 2. Cut out the returns address label  
 3. Package the items in suitable packaging and ensure you include this form  
 4. Attach the label to the package  
 5. Send the package back to us using your local post office or courier.

Please note: Any order cancellations must be returned to us within **14 days**. Any items for refund/exchange should be returned to us within **30 days**. Any sale items must be returned within **7 days** of purchase for a full refund. Any items which are returned must be received back at our office new and unused, with original packaging & labels attached in a re-saleable condition. We recommend using a secure returns method such as recorded delivery. The cost of returning the item to us is your responsibility, unless stated by a member of staff by email.

RETURNS  
 DERWENT WATER MARINA  
 PORTINSCALE  
 KESWICK  
 CUMBRIA  
 CA12 5RH