

# Returns and Refunds

THE SKIERS LOUNGE

www.theskierslounge.co.uk | 01403 915 655

**Thank you for shopping with The Skiers Lounge.** Our priority is to ensure that you are highly satisfied with your purchase. In the unlikely event that you are not, please feel free to return your goods within 60 days of the purchase date for a full refund.

Any item (with the exception of food, videos/dvds and skis with mounted bindings) can be returned to us for any reason provided it is returned unused with its original packaging and a valid receipt. Due to the high incidence of fraud we regret that we are unable to offer any refund without a valid receipt. Your receipt would have been emailed to you upon dispatch of your order.

Refunds will be processed using the same method of payment used for the original purchase. Credit and debit card refunds must be made to the card used for the original purchase.

## Returning your purchase by post...

To return your purchase by post please enclose a copy of or the original invoice with this form stating whether you would like a refund, exchange or have a warranty issue. Please provide us with details of why you wish to return your purchase, and if for example you wish to change a size of a product please advise what you wish us to exchange it for.

If you require any advice before returning your item for exchange please contact us for assistance.

It is your responsibility to ensure that the item is returned to us safely, and if the item is being returned for refund or exchange, in a saleable condition in the original packaging and including all contents and tags.

## Returning skis...

If you wish to return skis then please contact us so that we can arrange a courier collection. Skis must be wrapped to the same standard that they were delivered in, to prevent any damage to the skis. Remember, you are responsible for the safe return of the package!

*Please note: Depending on the reasons for returning an item a charge may be incurred for arranging a courier.*

## Potential warranty returns...

On receipt of your goods, if you feel they are faulty, please call our Returns department on **01403 915 655** to notify us so that we can log the issue.

If you do not contact us first this could delay the warranty inspection and possible warranty claim on your goods. On receipt of your goods we will carry out a warranty inspection or forward it to the manufacturer, and notify you of any developments of your claim.

If your purchase is outside our 60 day returns period but within the manufacturers warranty period we will repair or replace the item(s) as stated in the manufacturers warranty guidelines.

**Please note:** Proof of purchase is also required with all potential warranty claims.

These terms do not affect your statutory rights, and if you have any questions regarding returning an item contact us via the "contact us" link on the web site or call us on **01403 915 655**.

**Please Ensure You Complete And Include The Returns Form Overleaf**



**The Skiers Lounge  
Hillhouse Farm Buildings  
Worthing Road Northbound  
West Grinstead  
West Sussex  
RH13 8LG**

# Returns Form

## Your Details

THE SKIERS LOUNGE

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Customer Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Daytime Telephone: \_\_\_\_\_ (Required)

## Item(s) being returned

Ref.	Description	Exchange/Warranty/ Refund	Reasons/Comments

## If exchanging please let us know what you want

Ref.	Description	Size	Colour	Qty	Comments

### NOTE: Payment card details

For our customer's security and data protection we do not hold card payment details. Therefore upon receipt of your return we may need to contact you for your payment card details, should there be anything to pay. Please ensure you have supplied a daytime contact number so we may get in touch without delay to process your return/exchange.

For Refunds these can only be returned to the original payment method.



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