

# RUCKSACK SOCIETY

## RETURNS FORM

Please complete your details below listing all items individually and specify reason for return using the codes shown:

**Customer Name:**

.....

**Email Address:**

.....

**Contact Number:**

.....

**Order Number:**

.....

**A** - Incorrect Item

**B** - Faulty (please specify)

**C** - Changed my mind / Unsuitable

**D** - Not as shown on website

**E** - Did not fit

**F** - Other (please specify)

Product Name	Refund	Exchange	Store Credit	Return Reason	Comments

We offer refunds or exchanges on any items returned within 14 days from the date it was shipped, providing they are returned in the same condition in which they were sold and in their original packaging. Any items returned after 14 days of delivery may be refused and returned to you. Also, any returns sent back without any reference to the order number or customer details will not be processed. Exchanges are offered on sizes or colours of the same item, as well as items of the same value as displayed online. If you would like to exchange your item for a different style that is more or less value, you will be issued a credit note or refund, and will need to place a new order online. We aim to process returns & exchanges within 3-5 working days of receipt. However, please note that during very busy periods such as seasonal or promotional sales, processing may take longer.

**Please return all orders to:**

Rucksack Society, 24A Wote Street, Basingstoke, Hampshire RG21 7NL, United Kingdom.