

Customer Returns Form

| Your Details | |
|---------------|--|
| Name: | |
| Order Number: | |
| Address: | |
| Post Code: | |
| Email: | |

| RETURNED ITEMS (Items I am returning) | | | |
|---------------------------------------|-------------|-------------------|--------------------|
| Product Code | Description | Reason for Return | Exchange or Refund |
| | | | |
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| | | | |

| EXCHANGED ITEMS (Items i may require in exchange) | |
|---|------------------|
| Product Code | Item Description |
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| | |

| ADDITIONAL ITEMS (Items i also wish to buy) | |
|---|------------------|
| Product Code | Item Description |
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Please see overleaf for Terms and Conditions and Important Returns Information

Important Returns Information

Please complete our Returns Form in full as this will ensure a fast turnaround for you here at Scott Country International ensuring you have fully read our Terms and Conditions provided.

It is recommended that you check Stock Availability if ordered additional items or exchange items, please call our team on 01556 50 3587 to process this request. If you need to explain in detail why you are returning a product please attach a letter to this form with your return information

Please ensure that all returned items are sent to us complete including all original packaging. We cannot accept faulty items returned under warranty that are soiled or contaminated with dirt etc, so please ensure all warranty returns are in a clean condition.

Any returns will remain the responsibility of the sender until received at Scott Country International, please retain your proof of postage

International customers should clearly mark the outside of the parcel as "Returned Goods" should assist in preventing any additional customs charges.

Please ensure you have read our Terms and Conditions in full before returning any items to us as we can only accept items for refund that comply with the Right of Consumer Cancellation.

You can find out more about our Terms and Conditions on our website, or on your invoice sent to you at the time of purchase.

How to return a package to Scott Country

We recommend using an insured service via



Alternatively you can use Royal Mail or Parcel Force at your local Post Office.

if an item is returned as it is faulty or incorrect item sent we will refund your postage costs to a maximum of £12.00

Please return all items using the address label below:

**Scott Country International
Customer Returns Dept
221-223 King Street
Castle Douglas
DG7 1DT**

If you have any questions please contact Customer Services/Returns Dept
Telephone 01556 50 9206 Email: service@scottcountry.co.uk