

PRODUCT RETURNS FORM

Please Note The following applies only to goods purchased online or by mail order.

If you need to return an item, we want to make it as easy and painless as possible for you. In order to do this we need your help, so please take the following steps so that we can process your package on its return.

Name		Phone	
	Address		Alt. Phone
			Email
			Order No.
Postcode			

Product Codes/Description	Too Big	Too Small	Wrong Size	Faulty	Damaged	Unsuitable
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Please tick which action you would like us to take:

Refund

 Replacement

 Credit

 Alternative

Our Returns Policy

At the Glasgow Angling Centre we want you to be satisfied every time you shop with us so we made our returns policy simple. Goods for return or exchange must be sent back to the store within 14 days of receipt. DVDs and CD ROMs may only be returned for replacements of original order. Simply send returns back to us at the address below via a secure Post Office service. (Royal Mail Tracked recommended). Upon receipt of the goods we will, send replacement goods or issue a full refund for the price of the goods returned. Our only stipulation is that they are in a saleable condition, in other words:

- The tags have not been removed
- The garment or tackle has not been used, worn or damaged
- The item is returned in its original packaging and undamaged

We will issue the refund (or send out an exchange) within 28 days, and you will see the credit on your card after approximately 3 or 4 working days. Although we issue the credit straight away it takes this length of time to work its way through the banking system (some building societies can take up to 10 days). A refund will show on your card under the name Glasgow Angling.

Where faulty or damaged goods are received, please contact the store on 0141 212 8880 selecting customer services number within 7 Days of receipt.

All items that are dirty and/or wet will be returned un-repaired at your cost, before even being evaluated.

Guidance & Notes

- No delivery charge on exchanges if you send the item back to us through the post (UK Only). However we offer an uplift and delivery service for items you wish to exchange for instance if the item is not what you expected or the garment does not fit (UK Only). There is a £12.50 charge for this postage option whereby the replacement goods arrive on the same day as the returned items are uplifted
- Glasgow Angling Centre will only reimburse return p&p costs for up to 28 days after purchase
- Please ensure that you wrap the package securely
- Please note that for your own security we advise that you send goods back using a service that can be tracked.
- We cannot be held responsible for packages lost or damaged in the post when being returned to us
- Royal Mail Tracked insures the goods up to £100
- This cover can be increased to £2,500 by paying a small premium
- Royal Mail Signed For 1st Class only insures goods up to £50
- Glasgow Angling Centre will not be held liable for consequential loss or damages
- Except where the goods you return are faulty or damaged, the cost of returning the goods to us is your responsibility
- This does not affect your statutory rights as a consumer
- Advice given by staff members regarding sizes and fitting of items is their personal opinion. We will measure and advise to the best of our knowledge but the final decision is yours.
- Please do not return goods wet or they will be returned to you with no action taken

Return to:
 Glasgow Angling Centre Returns Dept.
 Unit 1 The Point Retail Park
 29 Saracen Street
 Glasgow
 G22 5HT