



Dear Customer

We would like to take this opportunity in thanking you for ordering from our company, and we hope that you have been delighted with the excellent service our company endeavours to give.

If you require further goods or in the unlikely event that you are less than satisfied, please do not hesitate to contact us via our website www.uttings.co.uk.

Uttings Ltd

Uttings
for the Great Outdoors

RETURNS FORM - EXCHANGES & REFUNDS

For information on returning items and to see our returns policy please visit <http://www.uttings.co.uk/information/returns>

In the unlikely event that the goods supplied are not what you expected, you must return them to us in an un-used and un-soiled condition, complete with their original packaging, within 21 days of receipt, to the address below.

Please be aware that items can only be returned for an exchange / refund if they are **unused**, and in their **original manufacturers packaging** and have all of the barcode tags intact, so please don't remove them if you're thinking of sending them back! Clothing, shoes and accessories must have labels or tags attached (**please do not put tape or labels on the manufacturers box or packaging**). If either the goods or the packaging are not in a re-saleable state, then we may decline your exchange / refund request.

Refunds will be credited by your original method of payment and an email will be sent to confirm when this has been done, normally within 7 days.

Faulty Items: If returning clothing or footwear for a warranty claim please ensure the items are cleaned thoroughly and are free of mud and other debris. (If items are returned dirty, it may take longer to complete your return or we may refuse to accept the return due to health and safety reasons). Some items do need to be sent to the manufacturer for inspection, which can take up to 28 days. We will of course let you know if your item does need to be sent to the supplier/ manufacturer.

You can return items with a completed returns form or covering letter using Collect+, Royal Mail or any courier of your choice.

We will deal with your return as quickly as possible and will email you upon receipt of your goods. If you require your exchange / replacement to be sent to a **different address** to your original purchase, then please provide us with the **alternative address** below.



For items under 10kg you can purchase a Collect+ label and print it online, then just drop off your package at a participating local shop.

- 1 Pack your item securely including or **Returns Form**
- 2 Buy and print a **returns label from Collect+**
- 3 Drop your item off at a **participating local shop**

www.collectplus.co.uk/uttings

ORIGINAL PURCHASERS DETAILS	
ORDER NO.: <small>(Can be found on receipt)</small>	<input type="text"/> *
Original Purchasers Name:	<input type="text"/>
Original Purchaser Tel No.:	<input type="text"/>
Original Purchaser Address:	<input type="text"/>



For small items Royal Mail may be cheaper. Please return the item(s) with a completed returns form or covering letter to the following address:

FAO Returns
Uttings Ltd.
60 Bethel Street, Norwich, NR2 1NR

RETURN ADDRESS <small>(If different to original purchaser)</small>	
Name:	<input type="text"/>
Tel No.:	<input type="text"/>
Address:	<input type="text"/>
Delivery Instructions:	<input type="text"/>

RETURNED ITEM	EXCHANGE FOR	REFUND	IF FAULTY PLEASE DESCRIBE FAULT
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Please ensure that you have filled in your **ORDER NUMBER*** as we are unable to process any returns without an original order number.
Failure to provide the requested information may cause delays in dealing with your return.

Christmas Returns Policy

We are extending the time in which items can be returned over the Christmas period. **Unwanted items can be returned from now until Friday, January 29th 2021** for exchange or refund provided they are in the condition in which they were received, unused and with the original packaging intact.