



Queries? – Contact us; we’d love to help

Tel 01823 275121 – Mon – Fri 9am – 5pm
webstore@tauntonleisure.com

Online & mail order return instructions - Use this form for exchanges and refunds. For size exchanges by far the quickest method is to place a new order for the right size and then return the unwanted size for a refund.

Please contact us first if you think something you have bought is faulty - don't use this form - often we can send you a pre paid returns label instead.

- If you wish to return your purchase to us then please complete the form below and send it back including as much detail as possible to help us deal with your return swiftly.
- We advise that you package your product carefully, ideally using the original box or bag that you received with the parcel and you return using a trackable service for peace of mind, the Post Office will help or try Collect + or Hermes Parcelshop for convenience.
- **Note: in the case of footwear returns or boxed products** please use outer packaging to send the product back. Any shoe or product boxes defaced by parcel tape, stamps or writing our returns address on can't be accepted sorry and will be returned back to you.
- Alternatively you can return your goods to our stores - please take your receipt with you.
- **Please note** for your own safety, no climbing equipment (safety gear) is returnable or exchangeable unless faulty or wrongly dispatched.
- **Please note** for hygiene reasons we are unable to refund or exchange underwear.
- See our website for full returns terms & conditions. – tauntonleisure.com/returns

Order Ref:	
Name:	
Contact Tel Number:	
Email address:	
Address:	
Reason for return:	Please tick a box and add any further comments below
Exchanges - Please give as much detail as possible including what size / colour etc	Exchange [<input type="checkbox"/>] Refund [<input type="checkbox"/>]
Any further info we need to know?	

Please use this address for returns

Returns
Taunton Leisure Ltd
Victoria House
Victoria Street
Taunton
Somerset
TA1 3FA
UK