



Customer Return Note

Please send all returns to:
Hill and Dale Returns
39 Burnley Road
Friendly
Sowerby Bridge
West Yorkshire
HX6 2TL

Order Number(s): _____

Please list the items you wish to return:

Returned Item	Size	Quantity	Reason Code	Refund/Exchange	Notes

Faulty Item?

If you are returning an item as faulty, please contact us before sending it as we may be able to provide you with a pre-paid postage label to return the item to us.

Email: support@hillanddaleoutdoors.co.uk

Tel: 01422 833360

How to return an item?

All items must be returned in the original retail packaging with tags still attached. All items must be clean and unused

Please be aware for health and safety reasons, we will not accept returns for underwear or socks after they have been tried on. As soon as they have been tried on we deem them to be used and will not accept the return. For your safety we are unable to exchange or issue a refund for any new and unused climbing equipment once it has left our premises.

Please use an insured delivery service when returning items as we cannot be held responsible for any items lost in the post.

Reason Codes

- 01 – Changed my mind
- 02 – Doesn't Fit
- 03 – Not as Described
- 04 – Incorrect Item
- 05 – Don't like the product
- 06 – Not Fit for Purpose
- 99 – Faulty (Specify in notes)

If your information is different to what we have on our records, please update us here.

Name: _____

Email: _____

Address: _____

Tel: _____