

BLACK MOUNTAIN REFUND / EXCHANGE FORM

Want to return or exchange an item? Please complete the below form and return it with your items using the pre-printed returns label attached.

Postal charges for exchanges and refunds are at the cost of the customer and we recommend you use Royal Mail registered post. Initial postage costs from your order are non-refundable, even when returning your complete order.

If you have requested an exchange or replacement, we will contact you via email once your request has been processed and dispatched. If you have requested a refund, we will refund your original payment method (i.e. credit card or PayPal) and will contact you via email once your refund has been processed. Please allow up to 10 working days for any funds to appear in your account once you have received confirmation.

Before returning items for an exchange or refund please make sure you have read our full returns policy which can be found on the returns page of our website.

FILLED IN BY CUSTOMER				
Forms With Any Missing Information Or Incorrectly Completed May Not Be Processed				
Order Number			Full Name	
Email			Telephone	
Item Description	Quantity Returned	Returns Code	Comments / Size Required	

Reason for Return Code:

A – Exchange (please provide new size required), B – Return, C – Item is Faulty, D – Other (please specify)



Customer Returns.

Order No.

Black Mountain

Unit C, The Beaver Centre

Ashburton Industrial Estate

Ross-On-Wye

HR9 7BW

Postage
Required