



Returns Information

Thank you for shopping at West End Outdoors. If you are not entirely satisfied with your purchase, we are here to help. If your order is unsuitable or you have simply changed your mind you can return the item us in its original condition within 28 days of receipt, just ensure the goods are unused and returned in the original packaging with the product labels still intact and include this note. It's as simple as that! There is no need to contact us by email or telephone.

Please state why you are returning the goods by filling in the return details below.

Unsuitable returned items should be unused and must be returned in the original packaging with the product labels still intact.

If you require a refund, this will be issued on receipt of the goods, (including the original delivery charge if applicable).

If you wish to exchange for an alternative size, colour or style, please complete a new order for the desired replacement and return the unwanted goods for a refund. This is the most efficient and quickest way to ensure that you receive the goods that you desire.

If you feel that your item is defective, broken or faulty in anyway and it is still under warranty, then please contact our Customer Service team at support@westendoutdoors.co.uk. Please provide as much information as possible with regards to the issue and include photos where applicable.

Please return your goods to: **West End Outdoors, Returns Department, 190 Milngavie Road, Bearsden, Glasgow G61 3DX**

Please contact 03301334040 or support@westendoutdoors.co.uk if you have any queries with regards to returning your item.

Please note:

Goods will only be accepted for return if they are despatched within 14 days from the date of the goods were delivered to you, unless we have agreed with you otherwise.

The item is your responsibility until it reaches us. Therefore, for your own protection we recommend that you send the parcel using a tracked delivery service.

For Health and Safety reasons, items need to be returned clean, dry and free from dirt. We regret to inform you that we cannot process items that do not meet these criteria, and we will return these items to you.

If your goods are unsuitable, the cost of returning the item to us is your responsibility.

REASON FOR RETURN

- Goods are not suitable.
- Goods not the same as advertised.
- Goods Damaged or Faulty (Please specify)
- Wrong goods received
- I changed my mind
- Wrong size ordered
- Other (Please specify)