

ORDER RETURN FORM

Please provide the below information in order for us to process your return correctly.
Failure to do so may result in delays.

PROVIDE PURCHASE AND PURCHASER INFORMATION		
NAME		ORDER NUMBER (IF KNOWN)
BUS. NAME (IF APPLICABLE)		
STREET ADDRESS		ORDER DATE (IF KNOWN)
CITY/EIRCODE		
EMAIL		DELIVERY DATE (IF KNOWN)
PHONE NUMBER		

RETURNED ITEM AND REASON FOR RETURN			
ITEM NO.	REASON FOR RETURN	QTY	PRICE

PLEASE PROVIDE ANY ADDITIONAL COMMENTS (OPTIONAL)

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RETURN POLICY:

There are a few important things to keep in mind when returning a product you purchased. You can return unwanted items by post within 14 working days of receipt of your goods.

- You have 14 calendar days to return an item from the date you received it.
- Any damaged items received must be reported within the 14 calendar days.
- Only items that have been purchased directly from us.
- Please ensure that the item you are returning is repackaged with all elements.
- The product must be returned in its original, resaleable condition.
- Please include any invoice or proof of purchase.

EXCEPTIONS:

- We have a NO RETURN policy on clearance items unless the item has been deemed faulty.
- If the item is a gift card – it cannot be refunded or returned.

SHIPPING AND HANDLING CHARGES

- Shipping charges applied to the original purchase are non-refundable.
- Shipping costs for returned items are the responsibility of the customer and are non-refundable.

REFUNDS OR EXCHANGES

- You will be notified by email on receipt of the return.
- Once the item has been looked at by a member of staff and deemed in resaleable condition a refund will be issued.
- If you wish to exchange your item, you may do so. This may incur additional charges.

Please return your item to the below address with the order return form filled out to the best of your ability.

The Outdoor Scene, 2 Goatstown Rd, Mountanville, Goatstown, Co. Dublin, D14 HC57