



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

Tel 01823 275121 – Mon – Fri 9am – 5pm

[help@tauntonleisure.com](mailto:help@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 + 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 email 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](http://tauntonleisure.com/returns)

|   |  |
|---|--|
| Transaction or Order number:  |  |
| Name:   |  |
| Contact phone number:   |  |
| Email address:  |  |
| Postcode:   |  |
| Item(s) returned: (e.g. name / code)  |  |
| Reason for return:<br>Exchanges - Please give as much detail as possible including what size / colour etc | Please tick a box and add any further comments below<br>Exchange [ <input type="checkbox"/> ]                      Refund [ <input type="checkbox"/> ] |
| Any further info we need to know?   |  |

Please use this address for all returns  
Taunton Leisure, Victoria House, Taunton, Somerset, TAI 3FA, UK