



# Delivery Note

Thank you for placing your order with GO Outdoors.

Product Description	Product Code	Price	Qty	Total	Return Code

Name :  
Address :

Email :  
Order Number :

Delivery Instructions :  
Date Shipped :

Our registered VAT number is **108 2246 41**.

We want you to be completely satisfied with your purchase. If you any problems please contact us on either : **0844 387 6800** or [enquiries@gooutdoors.co.uk](mailto:enquiries@gooutdoors.co.uk)

We will be happy to assist you in resolving any issue you may have even if that means returning it!

If your purchase is unsuitable please follow the instructions and use the attached Returns Label to send your order back to us. Our Returns Centre will process your returned order within 5 working days of receipt.

<b>Sub Total</b>		<b>Returns Reason Codes</b> 1 : Faulty 2 : Wrong Size 3 : Change of mind 4 : Damaged 5 : Other (Please Specify)
<b>Total Discount</b>		
<b>VAT</b>		
<b>Postage</b>		
<b>TOTAL</b>		

### Returns Information

When you receive your order, if it's not exactly right for you it isn't a problem - you can return it back to us within 28 days of receiving the goods for an exchange or refund, (including the delivery charge if you return it within 7 days).

### Returning your order to Stores

Return your goods to any GO Outdoors store (except Hathersage). Please bring your Delivery Note with you as proof of purchase. Simply head to the tills and don't forget to bring the Credit or Debit card you paid with.

### Returning your order to the Internet Store

We recommend you use **Collect+** a fully tracked service to return your product (Parcels must not weigh more than 10kg nor exceed dimensions of 60cm x 50cm x 50cm) to us. **Collect+** stores are open from early until late, typically 8am - 9pm, 7 days a week. Please use the label attached when using **Collect+**. Make sure the delivery labels are covered or removed and simply hand in to your local Collect+ store where you will be given a tracked receipt. For more information go to [www.gooutdoors.co.uk/returns](http://www.gooutdoors.co.uk/returns)

If your order is larger than 60cm x 50cm x 50cm or 10 kg please contact us on **0844 387 6800**

Alternatively you can post the items back to our address below, including this despatch note with the returns section completed in full to:

**GO Outdoors Returns  
C/of Clipper Logistics  
Wellington Road  
Burton-on-Trent DE14 2AB**

We recommend that you obtain a proof of postage as we cannot be held responsible for orders until we have received them.

For full returns Terms & Conditions please see [www.gooutdoors.co.uk](http://www.gooutdoors.co.uk)

collect+	
<b>064 LICH</b>	GO Outdoors Returns C/of Clipper Logistics Wellington Road Burton-on-Trent DE14 2AB
<b>72 HR</b>	Please enter your order number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Storekeeper instruction: <b>GIVE TO DRIVER</b>	

## **Changes to the Distance Selling Regulations-June 2014**

### **Returning an order**

If you receive your order and it is not what you are expecting, it isn't a problem - you can return it back to us within 28 days of receiving the goods for an exchange or refund, including the cost of standard delivery if you return it within 14 days.

We want you to be completely satisfied with your purchase. If you have any problems please contact us either on 0114 292 1073 between 8am-7:30pm Monday to Friday, 9 am-6pm on Saturday and 10:30am-4:30pm on Sunday or [enquiries@gooutdoors.co.uk](mailto:enquiries@gooutdoors.co.uk).

An online cancellation form is available at <http://www.gooutdoors.co.uk/returns>.

### **PayPal**

Any orders placed using PayPal as a payment method cannot be refunded in-store. Please contact Customer Support 01142921073