

Dear Customer

Email: info@sherpaadventuregear.de

Website: www.sherpaadventuregear.de

Telephone: +44 (0) 1572 772 474

Thank you for your order.

Please read the below carefully:

We hope you are delighted with your Sherpa Adventure Gear product. Whilst we ensure every care is taken in packing your order, please check that the item(s) you have received are correct and that your order is complete. If you are not happy with your purchase for any reason you have 28 days to return your product(s) for a refund.

Returns

To return your product(s) please follow these instructions:

• Ensure all product(s)are unworn and re-sealed in their original undamaged packaging.

• Fill out the returns section below with the appropriate return code and enclose it with your return:

|  |  |  |
| --- | --- | --- |
| 1. Wrong Size | 5. Item not as described | 9. Arrived too late |
| 2. Too Big | 6. Multiple sizes ordered |  |
| 3. Too Small | 7. Faulty/ Damaged |  |
| 4. Doesn’t Fit | 8. Incorrect item delivered |  |

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| --- | --- | --- | --- | --- |
| Order Number: | **SHE** | | | |
|  | | | | |
| Item Number: | | Product: | Return Code: | Qty: |
|  | |  |  |  |
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|  | |  |  |  |

* Take your parcel(s) to a Post Office and send back to our Netherlands warehouse, whose address you can find below.
* We recommend you keep hold of your tracking details
* The responsibility and liability of the goods remains with you until our warehouse is in receipt of the goods.
* **Please note returns are at your own cost.**

Refunds may take up to 14 days to appear in your account of the original payment method.

Exchanges

Due to the fast-moving nature of our stock, we are unable to offer exchanges. If you would like to swap your item(s) for a different size or colour, simply return your item for a refund using our free returns service and place a new order.

If you have any queries regarding our returns process please contact our customer services department, whose details are shown above and one of our team members will be happy to assist you.