



Since 1974
Nauticalia

Nauticalia Ltd. The Ferry Point, Ferry Lane,
 Shepperton-on-Thames, Middlesex,
 TW17 9LQ, England.

Tel: 01932 235555 ~ **Fax:** 01932 241679

Email: mailorder@nauticalia.com

Shop online at: www.nauticalia.com

Dear Customer,

Thank you for making a purchase from Nauticalia. We hope it is exactly as you expected.

If you find it is not suitable, or an item of clothing is the wrong size when you try it on, just return the item(s) to us within 90 days of despatch and we will gladly exchange it or refund the cost – whichever you prefer. Please see below for further information.

Exchanges/Returns: Exchanged or returned goods should be unused/unworn and returned in their original packaging with all accessories, labels and instructions included. Footwear must be tried on for size on a carpeted floor. Please return within its original box (if supplied).

Complete the form overleaf to let us know whether you would like to exchange it for a different item, size and/or colour, or require a refund. The details required to complete the section overleaf can be found on your Delivery Note, or for ease, separate the top address section from your Delivery Note (where indicated) and attach to your Returns Form.

Detach this top section of the form and include within the parcel.

Complete your details on the pre-addressed 'Senders Details' label below, attach the label securely to the front of the parcel and take it to the Post Office. Nauticalia do not pay for returns - please return your item(s) using the cheapest method available. We recommend sending via Recorded Delivery for security. This also enables you to track your parcel if you wish. Please ensure you obtain a receipt of postage. Nauticalia cannot be held responsible for parcels lost in transit.

Damaged/Faulty: In the unlikely event that an item is damaged or broken in your order, please telephone customer services on 01932 235555 before sending anything back. We can then advise on the best course of action.

Yours faithfully,

**Customer Service Team
 Mail Order Department
 Nauticalia Limited**

Exchanges/Returns - check list

- Complete the details overleaf - name/order number/date/address/telephone/email
- Detach where shown, and include this top section within the parcel
- Complete 'Senders Details' (below) and attach the address label securely to the front of the parcel
- Take to the Post Office and obtain a receipt of postage

Please ensure that this form and the parcel label are fully completed.

Incomplete or incorrect forms/labels may cause processing delays.



..... *Complete the details below, separate where indicated, and affix label securely to the parcel.*

<p>SENDER'S DETAILS</p> <p>Name _____</p> <p>Address _____</p> <p>Postcode _____</p> <p>Order Number _____ <i>Can be found in the top right hand corner of your invoice</i></p>	<p>This label is to be completed and attached securely to parcel. Please take to the Post Office and obtain a receipt for your records. Please ensure to include the completed returns form (above) within the parcel.</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Nauticalia Limited Returns Department 5/6 Avro Way Bowerhill Melksham SN12 6TP</p> </div>
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CUSTOMER RETURNS FORM

Attach your address details from your Delivery Note (after separating along the dotted line as indicated), or alternatively complete your details (below) using CAPITALS. Then give details of the item/s being returned. Separate where indicated and ensure this top section is included within your parcel.

Attach address section (from your delivery note) or complete details below using CAPITALS.

Your Name: _____ Order No: _____ Date: _____
Can be found in the top right hand corner of your invoice

Address: _____

_____ Postcode: _____

Item(s) Being Returned or Exchanged				You would like us to: <i>Please tick and indicate size (if applicable)</i>		
Qty	Code	Description	Reason for Return	EXCHANGE	CHANGE SIZE TO:	REFUND

Please use this area to give any further information about your returned item(s).

Please provide your email address and telephone number as this will enable us to deal with any queries, concerning your return, promptly.

Tel No: _____

Email Address: _____

Complete the details above, separate where indicated, and include the top section within your parcel.