

ROOSTER®



ROOSTER®
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hello@roostersailing.com

EU RETURNS

NOT QUITE RIGHT? SEND IT BACK, WE'LL SORT IT

If you need to return an item to us, please post it back within **90 calendar days** of receipt, with the form overleaf filled in.

Please check the **Terms and Conditions** on our website for more information on returns.

NB. Items with any customization, for example branding, rope cut to specific length, splicing, rigging etc. are non-returnable, except if there is a fault.

REFUNDS

Your refund will be applied **within 14** of us receiving it and will be issued through the original method of payment.

EXCHANGES

If you require an exchange, fill in the form overleaf with the desired size or colour.



THE STUFF WE NEED TO KNOW IN ORDER TO PROCESS YOUR RETURN

ORDER REFERENCE NUMBER ENDING EU

NAME

CONTACT NUMBER

EMAIL

BILLING ADDRESS

POSTCODE

THE PRODUCT(S)

ITEM	SIZE	REASON CODE

IF REPLACEMENT IS REQUIRED,
INDICATE PREFERRED
SIZE/COLOUR

NB IT CANNOT BE REPLACED WITH A DIFFERENT PRODUCT
ONLY THE SAME PRODUCT OF A DIFFERENT SIZE/COLOUR

IF FAULTY/DAMAGED/OTHER PLEASE SPECIFY HERE

REASON CODES

- 1 NO LONGER REQUIRED
- 2 NOT AS EXPECTED
- 3 TOO BIG
- 4 TOO SMALL
- 5 FAULTY ITEM
(PLEASE SPECIFY)
- 6 OTHER (PLEASE SPECIFY)



ROOSTER®

EU RETURNS DEPARTMENT

AquaEquip GmbH
Salinger Feld 36
58454 Witten
Germany

If undelivered, return to: