



ROOSTER®
F2-F3 Fort Wallington Industrial Estate
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Fareham
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For more information please see our full terms
and conditions online at [RoosterKit.com](https://roosterkit.com)

ROOSTER®



RETURNS



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

EASY RETURNS (UK MAINLAND ONLY)

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.

Ebay returns must be requested through Ebay

Book a collection online through our website **RoosterKit.com**. Returns are sent directly to Rooster HQ via our link with Collect+. Login to your account and follow the Collect+ Pickup link on the Order Enquiry page. There will be a **£3.95 charge** to contribute towards postage. **This returns service is for UK customers only, the parcel must be under 10kg with max dimensions 60x50x50cm**

REFUNDS

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

Please check your Collect+ tracking online to keep an eye on your return.

collect+
parcels made easy



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

ORDER REFERENCE NUMBER STARTING WEB OR SO

NAME

CONTACT NUMBER

EMAIL

BILLING ADDRESS

POSTCODE

THE PRODUCT(S)

| ITEM | SIZE | REASON CODE |
|------|------|-------------|
| | | |
| | | |
| | | |
| | | |

- 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)

IF FAULTY/DAMAGED/OTHER PLEASE SPECIFY HERE



RETURNS DEPARTMENT

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If undelivered, return to: