

ROOSTER®



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 **30 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 customisation, 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

REFUNDS

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

ROOSTER®
4304A Kecoughtan Road
Hampton
Virginia
23669
United States

+1 757 778 9997
salesUSA@roostersailing.com

For more information please see our full terms and conditions online at [RoosterUSA.com](https://www.RoosterUSA.com)



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

ORDER REFERENCE NUMBER STARTING WEB OR 50

NAME

CONTACT NUMBER

EMAIL

BILLING ADDRESS

POSTCODE

THE PRODUCT(S)

Unfortunately we cannot process exchanges via this form.
For a replacement, please re-order via our website.

ITEM	SIZE	REASON CODE

- REASON CODES
- 1 NO LONGER REQUIRED
 - 2 NOT AS EXPECTED
 - 3 TOO BIG
 - 4 TOO SMALL
 - 5 FAULTY ITEM*
 - 6 OTHER*
 - 7 ORDERED MULTIPLE SIZES

*INDICATE BELOW HOW YOUR ITEM IS FAULTY / OTHER INFORMATION



RETURNS DEPARTMENT

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4304A Kecoughtan Road

Hampton

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United States

If undelivered, return to: