



Moon Climbing Returns Form

No Quibble Guarantee

We want you to be 100% happy with your product so if for any reason you aren't please return the goods to us within 28 days and we will happily refund or exchange your goods.

How to Return or Exchange:

1. There is no need to telephone us when sending us a return.
2. Fill out the Returns form below noting whether you would like an exchange or refund.
3. Please send the parcel to:

UK and Non-EU Returns:

Moon Climbing Returns
c/o CS Ellis WAREHOUSE 5B
Wireless Hill
South Luffenham
Rutland
LE15 8NF
UK

EU Returns:

Moon Climbing Returns
c/o Gate41 Logistics GmbH & Co. KG
An der Beek 255
41372 Niederkrüchten
Germany

4. Please take your parcel(s) to the nearest post office. We recommend that you send returns by NON recorded post. Always retain proof of postage. Goods are returned at your own expense.

5. We will write or email to confirm your return has been processed. You will receive your refund credit, cheque or exchange order within 2 to 3 weeks after you post the goods back to us.

Return or Exchange Details:

Your Name: _____ Contact Number: _____

Your Address: _____

Order Number (on your order email or invoice): _____ Email: _____

I would like to (please tick): exchange get a refund

Please outline the reason for your return, giving details of the what you would like in exchange (if appropriate):
