



PENROSE TOURING

Returns Form

Your Rights

Under the Distance Selling Regulation, you the consumer have a cooling off period during which you have the unconditional right to cancel the contract. The cooling off period ends fourteen days after the day on which you received the goods.

Items must be returned unused, in a saleable condition, with their original packaging and with all components parts and any promotional items received. **You should also include this returns form.**

Goods are returned at your own expense and risk. You can bring your returns to our store or if sending by post or courier we recommend using a recorded delivery service or equivalent as Penrose Outdoors will not accept responsibility for goods lost or damaged in transit.

Please see the [Penrose Touring Returns Policy Page](#) for full Returns Policy details

Returning Your Item(s)

Ensure that you return all parts and items sent to you originally including supplied batteries, manuals, controls, labels etc

Return items in original packaging and as originally packed as much as possible.

As stated above goods are returned at your own expense and risk. Ensure you package goods with sufficient protection to ensure they arrive undamaged.

Clearly label your parcel with the address shown below and any other details the courier you have chosen has told you to include.

Make sure you include this form inside the parcel, so that we have the details we need to process your return. You may also wish to keep a copy of it for your own purposes.

Return Address

Penrose Touring, Scorrier, REDRUTH, Cornwall, TR16 5BP

Order ID			
Customer Name			
Customer Address			
Post Code		Tel Number	

Product Code	Product Description	Quantity Returned	Return Code [If faulty, please state why in the Comments Box]	Action Required [please tick]	
				Refund	Replace
Faulty Return Comments					

Return Codes		
1 - Faulty	3 - Wrong Product	5 - Changed Mind
2 - Damaged	4 - Wrong Quantity	6 - Other (Please state)