

# CUSTOMER RETURNS FORM

Order # \_\_\_\_\_

If for any reason you are not satisfied with any products purchased from Rockport, **you may return them to us within 28 days of purchase for a refund, provided that the products are returned to us in their original condition including all packaging, wrapping and swing tickets.**

**Rockport cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security and assurance. We are unable to refund or exchange personalised products.**

### 3 EASY STEPS FOR RETURNING YOUR ITEM(S) TO US:

- Fill in the returns form below.
- Repackage the item(s) securely and enclose the completed returns form.
- Attach the returns label to your parcel and return the parcel to us at the address shown.  
**Please note this is not a pre-paid service.**

Rockport: [support@rockport.co.uk](mailto:support@rockport.co.uk)

### RETURNS FORM:

Please fill in this form if you would like to return any item(s)

Please note: Refunds are automatically credited back to the original payment method

Code	Description	Size	Reason for return	Qty	Price

If items are being returned due to a fault, please give full details and location of the fault in the space below:

**Rockport Customer Returns  
UNIT B  
Brook Park East  
Shirebrook  
NG20 8RY**

Order Number: \_\_\_\_\_

Return Address: \_\_\_\_\_