

**ROOSTER®**



## RETURNS INFORMATION

Our returns are managed by a third-party provider.  
For all returns, please follow the instructions provided in this flyer.  
Rooster Sailing Ltd is the main company and can be contacted at:

**Rooster Sailing LTD**  
Unit F2-F3 Fort Wallington Ind Est  
Military Road  
Fareham  
Hampshire  
PO16 8TT  
UK  
**+44 (0)1243 389997**  
**hello@roostersailing.com**

# EU RETURNS

**NOT QUITE RIGHT? SEND IT BACK & WE'LL SORT IT**

If returning an item, post it within **90 days of receipt** with the completed form overleaf.

See our website [Terms & Conditions](#) for full return details.

**Note:** Customized items (e.g., branded gear, cut rope, splicing, rigging) are non-returnable unless faulty.

## REFUNDS

Your refund will be processed within **14 days** of receipt via the original payment method.

## EXCHANGES

For a replacement, return the item for a refund and place a new order online.



# INFORMATION REQUIRED TO PROCESS YOUR RETURN

ORDER REFERENCE NUMBER:

NAME:

CONTACT NUMBER:

EMAIL:

BILLING ADDRESS:

POSTCODE:

## PRODUCT(S)

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

ITEM	SIZE	REASON CODE

\*SPECIFY THE ITEM DEFECT OR  
RELEVANT DETAILS BELOW:

### REASON CODES

- 1 No longer required
- 2 Not as expected
- 3 Too Big
- 4 Too Small
- 5 Manufacturing defect\*
- 6 Other\*
- 7 Ordered multiple sizes



**ROOSTER**<sup>®</sup>

## ROOSTER RETURNS DEPARTMENT

Inbound Logística  
C/tecnología, 1  
Getafe 28906  
Madrid  
Spain

If undelivered, return to: