

CUSTOMER RETURN FORM

PLEASE COMPLETE IN BLOCK CAPITALS

NAME:

ADDRESS:

TERRA NOVA USE
RETURN REF:

DATE RECEIVED/REF:

DAYTIME TEL. NO:

E-MAIL:

DATE REQUIRED BY*:

ITEMS SENDING TO TERRA NOVA:

ESTIMATED AGE OF PRODUCTS:

DESCRIPTION OF HOW DAMAGE OCCURRED:

TERRA NOVA USE
REPAIR

REPLACE

TERRA NOVA USE
GOODS RECEIVED:

PLEASE LIST BELOW THE REPAIRS REQUIRED. PLEASE INDICATE THE AREAS DESCRIBED BELOW WITH A STICKER ON THE PRODUCT RETURNED:

*We endeavour to repair work within three weeks of receipt. During the period April to August, this can take up to 8 weeks. We strongly recommend that if possible your tent is returned to us outside of this period to avoid disappointment during busy times. Whilst we try to meet customer's own deadlines, we cannot guarantee to meet them, and need a minimum of 2 weeks to process returns. If you require a repair to be completed by a given date, we strongly recommend calling our Customer Services department to check current repair times before sending your tent to us.