

RETURNS

We guarantee to refund any item you are not completely happy with when you return it to us within 28 days of receipt.

In order to be eligible for a refund, items must be returned to us unused, in original packaging, and with all original brand tags still attached.

Refunds will be credited to your original method of payment.

RETURNS BY POST

If you return goods via post please note that we are not liable for the costs. We recommend using either Royal Mail Recorded Delivery (with sufficient compensation cover for the value of the contents) or a delivery service such as DHL, please note that we are not liable for items lost in the post. Returned goods must be packaged securely as we will not accept returned goods that are damaged in transit.

Any refunds will be credited to your original payment method, please note that credit card companies will only allow refunds to be made to the card used to pay for the Please be aware that it can take as long as seven working days for a refund to be acknowledged by your credit card company.

RETURNS ADDRESS Artic Army, Alpi (UK) Miles Gray Road Basildon Essex SS14 3HJ

RETURNS FORM

CUSTOMER NAME	ORDER NO.	QTY	PRODUCT CODE	REASON CODE	EXCHANGE OR REFUND

Reason Codes 1: Not As Expected 2: Faulty 3: Too Big 4: Too Small 5: Unwanted Gift 6: Arrived Too Late 7: Other

PLEASE EXCHANGE FOR

QTY	ITEM	PRODUCT CODE	UNIT PRICE	TOTAL PRICE

This returns policy does not effect your statutory rights. Please return all parcels by registered mail in their original condition to

Arctic Army, Alpi (UK), Miles Gray Road, Basildon, Essex, SS14 3HJ.

CUSTOMER SERVICES

If you have any questions, concerns or comments please contact our customer services department.

tel: +44 141 673 4400 email: customerservice@arcticarmy.co.uk