



In the unlikely event that you are not completely satisfied with your purchase, you have 30 days to return the goods to us.

Returned goods must be in a fully re-saleable condition, complete with original packaging, instructions and all parts included.

If you have any questions about your return, please refer to the FAQ section of our website or contact us at customer.services@mistral-watersports.co.uk. Office Hours are Monday to Friday 9.00am to 5.30pm (4.30pm on a Friday) excluding public holidays.

Please send all returns with completed slips to:

Mistral Watersports Online
Returns Unit 4
Roundhouse Road
Faverdale Industrial Estate
Darlington
DL3 0UR
United Kingdom

Please ensure the returns slip is completed and included within the returned parcel. Without it, we may not be able to process your refund.			Name	
			Order Number	
			Date	
Product Code	Description	Quantity	Reason Code	I am returning this item because it is/has (add reason code against item) 1. Arrived Late 2. Wrong Product 3. Not as Described 4. Not as Pictured 5. An Incorrect Size 6. Does Not Fit 7. Changed Mind 8. Packaging Damaged 9. Product Damaged 10. Missing a Part 11. Manufacturer Fault
Total number of items returned				

If reason code 8,9,10 or 11 is selected, please provide further information about your return:

For Internal Use Only

Returns Number Q:	
Comments:	

Account Number:	
Bin Location:	
Returns Number:	
Returned By:	