

SURNAME:

ORDER NUMBER:

### Tell us why you are returning your goods



QTY	STOCK CODE	DESCRIPTION	PRICE	REASON CODE	IF 'OTHER' PLEASE STATE

REASON CODES
1. Wrong item received
2. Incorrect volume
3. Wrong backlength
4. Arrived too late
5. Product not as described
6. Colour not as expected
7. Faulty (please explain why)
8. Other (please explain why)

**We want all of our customers to be 100% satisfied with their new Osprey pack.** If for any reason you are not happy, we offer a 30 day returns policy - simply follow the steps below:

- 1) Complete the form above to tell us why you're returning your item.
- 2) Put the item(s) you wish to return in the box.
- 3) Cut out the return label opposite and attach to the box.
- 4) Enclose this form, then seal the box securely.
- 5) Take to your local Post Office, remember to ask for a receipt for proof of postage.

**Items must be returned in new condition, with the original packaging, labels and your receipt.**

→ Affix this label to box →



**Web Returns**  
 C/O DSV Solutions  
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 Netherlands