



# Thank you for ordering from the Glasgow Scout Shop

We hope that you are happy with your order but if there has been a problem, please use the form to help arrange any refund or exchange required.

Please complete the form with as much detail as possible and clearly identify whether you are asking us to arrange an exchange or refund for your products.

Please repackage the goods into the original packaging or a suitable alternative and return your goods along with the returns form to the address below. Goods must be returned in original condition with tags attached to be eligible for an exchange/refund

If you need any assistance in returning your items, please call 0141 248 5941 or email us at [hello@clydescouts.org.uk](mailto:hello@clydescouts.org.uk).

## Returns address

The Glasgow Scout Shop  
Rankine House, Unit 9  
100 Borron street  
Glasgow  
G4 9XG

You will only be refunded for the goods returned. No postage will be refunded.

# Returns Form

Customer name			
Contact telephone number			
Transaction / Order number			
Order date			
Product name	Quantity	Exchange or refund? (delete as appropriate)	If the wrong product was delivered and you require a replacement / exchange please write what we need to send to you, including size where it's clothing
		Exchange / refund	
		Exchange / refund	
		Exchange / refund	
		Exchange / refund	
		Exchange / refund	

This returns policy does not affect your statutory rights. Please ensure that you return the goods in their original condition within 14 working days of them arriving with you.

Returning goods is your responsibility until they are delivered to us and for your protection, we recommend that you ask for a 13-digit Royal Mail tracking number when posting. For further information please email us at [hello@clydescouts.org.uk](mailto:hello@clydescouts.org.uk)

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