



Shipping/Despatch>Returns of Orders

Orders placed over the 'phone or through our on-line shop will be despatched from Ventura, 2 Garswood Road, Haydock, St Helens, Merseyside, WA11 9SA tel 01942 717971.

It is our aim to process/despatch orders within 24 hours of receipt - not withstanding week-end, bank holidays and days when the shop is closed. Should the item chosen be out of stock, we will inform you of this and give you the opportunity of selecting an alternative product or cancelling the order.

In order to be fair to all our customers we base our delivery charges on weight, size and geographical location. There is no deliberate intention to make a profit from delivery charges, and we use the best value method for each item. It is believed that a quick, secure and traceable/trackable service is best for customers and ourselves.

The majority of orders are sent via Royal Mail (first class recorded delivery service), prices are based on weight. Each item has its own weight tariff. Larger items such as ski boots, skis etc are sent via courier. A signature is always required. Guaranteed next day delivery before 1 pm is available (time constrained) at an extra charge (the difference between ordinary service and the guaranteed element is applicable). We use this service for high-value premium light-weight products (up to 2kg). Please indicate at time of ordering to make us aware of your requirements, date required by etc. Shipping rates are for UK mainland only, additional charges apply outside of these areas. Overseas shipping POA.

In order to limit the effects on the environment wherever possible we recycle packaging.

Credit Card Payments

The address given must be the same as that registered with your credit card company. We also require that you supply us with a landline 'phone number. Cards are only processed once order is ready to be despatched, with the exception of 3rd party payments ie PayPal as services such as these take payment on your behalf.

Returns

Returns for purchases made online - any item returned for refund or exchange must be received back within 14 days and be in an unused condition and original packing/tags intact. A downloadable returns form available below should be fully completed and enclosed. It is recommended that you use a recorded/insured delivery service for your returned items as we are not responsible for items lost in transit. For items requiring exchange a further carriage charge is applicable and the original card will be debited. Refunds will be credited to the original card/method of payment. Credit notes/refunds cannot be issued for sale items. Sale items may be returned for exchange during the sale period only, some items such as ski helmets are exempt from our returns policy.



RETURN/EXAHANGE

please complete in block capitals and enclose with the item(s) you wish to return for refund or exchange

RETURNED GOODS/REASON FOR RETURN

A Wrong item ordered **B** Wrong item sent **C** Wrong size **D** Wrong colour **E** Unsuitable

F Not as expected **G** Faulty *Other/nature of fault**

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Item Descripton	Colour	Size	Price £	Reason for Return

*Please comment

PLEASE SELECT ONE OF THE FOLLOWING OPTIONS

Issue me with a refund – *refunds are only issued via original method of payment*

Exchange item(s) – *please complete below*

Issue a replacement – *for incorrect or faulty items*

EXCHANGE/NEW ORDER *NB ADDITIONAL POSTAL CHARGES APPLY*

Please complete details of the item(s) you wish to exchange the returned item(s) for

Item Description	Colour	Size	Price £

CUSTOMER DETAILS

Name Address

..... Post Code tel no

Email ORDER DETAILS (type) Telephone/Website Date

Payment method Order No

Terms and Conditions *Returns are accepted within 14 days provided that the goods are in a new and unused condition, with the original labels and packaging. Items containing pet or human hair or smelling of smoke will not be accepted. A completed copy of this form is to be included failure to do so may delay the refund/exchange of your order. We regret we cannot be held responsible for items damaged or lost in transit and therefore recommend for your protection the use of a recorded delivery service with adequate insurance to cover the value of the item. We aim to process returns/refunds within 24 hours. For refunds a scanned copy of the refund slip will be sent via email without charge, postal copies will be charged out at £1 and need to be requested.*

RETURN ADDRESS Ventura 2 Garswood Road Pewfall St Helens Merseyside WA11 9SA tel 01942 717971