



**CAMPING WORLD - RETURNS**  
**HORNBROOK PARK**  
**BRIGHTON ROAD (A281)**  
**HORSHAM**  
**WEST SUSSEX**  
**RH13 6QA**  
**UNITED KINGDOM**

ORDER NUMBER: .....

**YOUR RIGHT TO CANCEL UNDER THE DISTANCE SELLING REGULATIONS** - If you wish to return any purchase made online, then under the Distance Selling Regulations you have the right to cancel your purchase for a full refund within 14 days. You must notify us in writing of your intention to cancel within 14 days of receipt of your order. Please use the Returns Form available on our website for this purpose, quoting your order number and details as specified. Unless faulty, you are responsible for paying return postage costs for unwanted items. We may arrange a collection from your address for larger items and reserve the right to charge a collection fee of up to £100. Certain carriage and/or transport costs are classified as additional services (i.e. all express postal options above the minimum contractually necessary postage option) and will not be refunded. If goods have been, or are delivered to you then you have a duty of care as a consumer to take reasonable care of the goods until they are returned to us. Unless expressly notified otherwise, Camping World will always expect unwanted goods to be returned at a cost to the consumer in the event of any cancellation. Camping World strongly advise that goods returned are sent via a tracked postal method as goods remain the responsibility of the consumer until signed for on site. **12 MONTHS RETURN POLICY** - Camping World offers a 12 Month Returns Policy, details of which are available online at [www.campingworld.co.uk](http://www.campingworld.co.uk). Any cancellation not entered into under the terms of the Distance Selling Regulations or without the 14 day 'right to cancel' period will not be eligible for a refund of contractual postage costs. Full monetary value refund only available if returned within 14 days; orders returned after this period may be exchanged or credited in the form of an e-voucher. **SUITABLE CONDITION OF RETURNED ITEMS** - Unwanted returned items must be in as new, unused and re-saleable condition with complete packaging. We may refuse the return of items damaged through use, action or negligence. All items are return items are inspected before processing. **WARRANTY INFORMATION** - All products sold by Camping World are covered by at least one year's warranty against manufacturing faults and/or defects from the date of purchase; any items returned due to a confirmed manufacturing fault will not incur postage costs to the consumer.

## RETURNS & ITEM EXCHANGE FORM

**RETURN ADDRESS:** Camping World Returns, Hornbrook Park,  
Brighton Road A281, Horsham, West Sussex RH13 6QA (UK)

FIRST NAME: ..... SURNAME: ..... ORDER ID: .....  
ADDRESS: ..... POST CODE: .....  
TELEPHONE NUMBER: ..... MOBILE: ..... EMAIL: .....@ .....

RETURNED ITEM 1: .....SIZE.....COLOUR:.....

REASON (PLEASE CIRCLE): POOR FIT | DO NOT LIKE | FAULT | UNWANTED | TOO BIG | TOO SMALL | ORDER ERROR

PREFERRED ACTION (PLEASE CIRCLE): EXCHANGE | REFUND/CREDIT | REPLACE

EXCHANGE ITEM: .....SIZE.....COLOUR:.....

**I UNDERSTAND THAT IN ORDER TO PROCESS AN EXCHANGE I MAY NEED TO PAY AN ADDITIONAL POSTAGE CHARGE AND AUTHORISE CAMPING WORLD TO CHARGE THIS TO MY ORIGINAL ORDER (GUIDE: <2Kg: £2.99 | >2Kg: £4.50 per box)** [ ] PLEASE TICK THIS BOX

- For orders processed using PayPal we will need to invoice your PayPal address and will dispatch goods on payment.
- For any questions relating to charging and refunds please contact us on 01403 255 458 (UK) / 0044 1403 255 458 (OVERSEAS)
- Contact by email: [returns@campingworld.co.uk](mailto:returns@campingworld.co.uk)

**SIGNED:** .....

**OFFICE USE ONLY:** REC'D DATE ..... CONDITION: OK [ ] / DAMAGED/WORN [ ] / POORLY PACKAGED [ ]  
RETURN REASON: UNWANTED [ ] / EXCHANGE [ ] / FAULT [ ] / ERROR [ ]

RETURN AUTHORISED: YES / NO  
EXCHANGE AUTHORISED: YES / NO  
INSPECTION NEEDED: YES / NO  
CONTACT CUSTOMER  
AUTH BY: .....

CUSTOMER CHARGED: £ ..... CUSTOMER CREDITED: £ .....

ADMIN COMPLETE [ ]