

RS Sailing are committed to providing quality products and services. However, we appreciate that on occasion something may cause you concern. Our objective is to maintain and improve our quality, and to listen to all client concerns, even though these are rare. We have therefore implemented a quality assurance procedure as follows:

GOODS

In the event that you consider that any product may contain a fault please go to and populate the Online [Customer Care Portal](#). You may have to [register](#) before completing the form or send a detailed letter and pictures to the Customer Care Dept at the address below.

SERVICES

If concern relates to: the conduct of a representative or employee of RS Sailing, our Agreement or Order, stewardship of personal data or misrepresentation please contact our CEO's setting out details of the complaint (including copies of relevant correspondence) by email to CEO@rssailing.com or in writing to the address below.

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