

NOTE: Please read below before returning any merchandise.*

1. Please let us know why the item didn't work for you. Use the "Reason for return" list below, and write the code next to each item you're returning.

2. Complete section A, and we'll follow your instructions. For exchanges, fill out section B.

3. Return item(s) cleaned and in their original package. Insure the package against damage during shipping, and send it via a trackable method (UPS, FedEx, USPS with Delivery Confirmation).

Please fill out the following: Name: _____

Shipping address: _____ Order number: _____

A. I am returning the following item(s): *See below for shoes, boots & climbing equipment.

Reason For Return								
Reason #	Description of Item	Item #	Size	Color	Qty	Exchange	Refund	
1 Didn't order	2 Fit	3 Color	4 Didn't like	5 Defective	6 Damaged in shipping	8 Wrong price	13 Wrong item sent	14 Arrived too late
_____	_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	

B. Please exchange for the following item(s): We don't store credit card numbers. To exchange an item we refund your return and enter a new order for the item we will be sending in exchange. Tell us what you want and we will contact you for a credit card for the new order.

Item #	Description of item	Size	1st color choice*	2nd color choice*	Qty	Price
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

*We'll contact you if your color choice(s) aren't available.

***Returns & Exchanges**

Guarantee: If one of our products does not meet your expectations within 12 months, we promise to repair it, replace it or give you a refund. Please visit mountaingear.com and type 'return policy' into the search bar for complete details.

Helpful tips:

- Keep a copy of your invoice for your reference.
- Select a trackable shipping method to make sure there is a record of its receipt at our returns department.
- Insure the package to protect against shipping damage claims.
- If you're returning footwear or other boxed items, wrap the box before putting labels on it.
- Make any corrections on this form if your address and/or phone number have changed.

Fine Print:

- All refund items must be in new and clean condition with all tags, labels and original packaging.
- We issue refunds for the merchandise only. Shipping costs are non-refundable.
- Electronic returns/refunds: To qualify for a refund; GPS, beacons, wrist-top computers, heart rate monitors and camcorders and the like must be returned within 90 days of purchase. When you send these items back include all packaging materials, inserts, manuals, accessories and warranty cards (not filled out). Software/DVD/Videos must be returned unopened.
- All items must be cleaned. Dirty items-for exchange, return, or warranty will either be sent back to you for cleaning or charged a \$10 cleaning fee.
- Weight bearing climbing gear such as carabiners, cams, etc., are not returnable except in the case of a warrantable failure.

Mountaineering and its associated activities are inherently dangerous. You are responsible for fully understanding the proper function and any limitations of the equipment you purchased from Mountain Gear, Inc. Always evaluate your gear before using it to ensure it is in safe working condition. Further, any person using this equipment in any manner assumes all risks and accepts full responsibility for any and all damages or injuries, including death, which may result. While we strive to assist you by assembling top-quality gear in our catalog and web store, it thus remains with you, the buyer, to act safely and to educate yourself in proper use and technique. Specific information, tips and advice stated or implied in our catalog or by sales staff is for the sole purpose of assisting you in purchase decisions only. **Know what you are using, know what you are doing, know your limitations.**