



## RETURN POLICIES AND PROCEDURES

### SECTION 1

We would like all of our customers to be pleased with their purchase. If the product you purchased directly from Mountrek is not what you expected, please return it to us for a refund. The product must be returned unworn, within 30 days from the date of purchase (no scuff marks – please walk on a carpeted area when trying on footwear) **Please note, you will be responsible for the return freight charge.** The only freight charges that are refunded would be for a product that has a manufacturer's defect, or if we have shipped you incorrectly.

**Please follow the instructions below to ensure your refund:**

1. Please place the included return address label on the outside carton, over the original label. Please note this is an address label only, not a prepaid shipping label. The selection of return carriers is up to you.
2. Please fill out this form and include it with your return.
3. Please include the packing slip.
4. We **STRONGLY** suggest that you:
  - a. Return the package by a carrier that can track your return. UPS Ground is recommended
  - b. Insure the parcel for the full value. Mountrek is not responsible for packages in transit from you to us.

### SECTION 2

If your Mountrek product suffers from a manufacturer defect, return it within **ONE** year from the date of purchase (include a copy of your packing slip) and Mountrek will, at our option, **REPLACE** (same or like product), **REPAIR** or issue you a **REFUND**. Mountrek covers all parts of its product with the exception of any damage due to accident, misuse or abuse.

### SECTION 3

**REFUNDS** will include original **FREIGHT** charges to you and UPS Ground charges back to us **ONLY IF** the return is due to a manufacturer's defect or due to a shipping error on our part. Refunds will be credited to your account within 15 business days (3 weeks) of receipt of your packaged return according to our policies stated above. Mountrek is not responsible for any open balances, overdraft fees or service charges resulting from the timing of charges or credits to your account.

### SECTION 4

If you make a return under section 1 of this return policy and want a replacement pair, or if Mountrek, at its option elects to replace the returned product under Section 2 of this Return Policy, Mountrek **MUST** charge you for a replacement pair at the time it ships. We will credit your account within 15 business days (3 weeks) of receipt of your packaged return according to our policies stated above.

INFORMATION:	BILL TO (Original Purchaser)	SHIP TO
NAME		
ADDRESS		
CITY, STATE, ZIP		
CONTACT PHONE NUMBER		
EMAIL		

#### RETURN DETAILS:

ORDER NUMBER \_\_\_\_\_ (located on packing slip)

Was this item purchased for you as a GIFT?  YES  NO

STYLE #	STYLE NAME-COLOR-SIZE	REASON FOR RETURN

If you would like to place an order for a different Mountrek style/color/size, please visit our website at:

[www.mountrek.com](http://www.mountrek.com) or call us at 1-866-483-8735

Thank you for your patronage.

#### PLEASE DO NOT WRITE BELOW THIS LINE: (FOR USE BY MOUNTREK ONLY)

DATE RECEIVED AT WAREHOUSE \_\_\_\_/\_\_\_\_/\_\_\_\_

GOODS WERE RECEIVED IN \_\_\_\_\_ NEW \_\_\_\_\_ USED (IF USED INDICATE CONDITION BELOW):

ATTRIBUTE TO PRODUCT DEFECT? \_\_\_\_\_

ORIGINAL INVOICE AMOUNT \$ \_\_\_\_\_ DATE CREDITED \_\_\_\_/\_\_\_\_/\_\_\_\_