



## MERCHANDISE RETURN FORM

Please fill in all relevant fields on the form. Incomplete forms may result in a delay processing your return.

Scouts Canada will accept returns within 30 days of receipt of your order for any products that are in their original and unused condition (\*see exceptions below). To make a return please complete the following steps.

For defective/damaged items or items shipped in error please contact customer service with pictures, if applicable, for further instructions. You may be asked to dispose of the product or receive a return shipping label. Your original shipping charge may be refunded. Returns for any other reason to not qualify for a refund of either the original or return shipping charge.

1. Complete the requested information below and clearly indicate the reason for return using the codes below.
2. Place the product, with the original product packaging, and the Packing Slip in any shipping package.
3. Return the parcel by postal service of your choice to the following address:

Scouts Canada  
 c/o Lowe-Martin  
 930 Britannia Rd East, Unit Z  
 Mississauga, ON, L4W 5M7

Some gear items sold on Scoutshop.ca come with a manufacturer’s product warranty. More information and the process for filing a warranty claim can be found on each manufacturer’s website.

If you have further questions about any product warranty, we encourage you to reach out to our customer service department at [customercare@scouts.ca](mailto:customercare@scouts.ca) or by phone at 1-800-203-7982.

EMAIL USED TO ORDER	SHOIFY ORDER # (IF AVAILABLE)

QTY	ITEM/DESCRIPTION	REFUND	REASON CODE

REASON CODES			
1 – INCORRECT ITEM RECEIVED (contact customer care)	2 – INCORRECT SIZE ORDERED	3 – ITEM IS DEFECTIVE (contact customer care)	4 – ITEM DAMAGED IN SHIPPING (contact customer care)
5 – INCORRECT QTY RECEIVED (contact customer care)	6 – INCORRECT ITEM/QUANTITY ORDERED	7 – NO LONGER NEEDED	8 - OTHER (PLEASE ADD COMMENTS BELOW
ADDITIONAL COMMENTS:			

Returns will be processed within a reasonable timeframe and the credit will be issued to the original method of payment on the order.

DUE TO SAFETY CONTROLS PUT IN PLACE BY THE DISTRIBUTION CENTER, IN PERSON RETURNS WILL NOT BE ACCEPTED.

\*We cannot accept exchanges at this time. If you wish to make an exchange you will need to return the product and place a new order. Custom and perishable items (such as coffee) are not eligible for return. Returns are not permitted for the purchase of gift cards, except where required by applicable law. Upon receipt of your return, Scouts Canada will assess and determine if the item(s) is/are in a re-saleable condition. If not the item(s) will be returned to the customer and no refund will be processed or issued. Items returned after 30 days, from date of delivery, will not be processed.

**CUSTOMER CARE:** If you require assistance or have any questions, please contact us at [customercare@scouts.ca](mailto:customercare@scouts.ca) or call: **1-800-203-7982**