



ROYAL ROBBINS®

RETURNS

- New and unused merchandise with the original tags attached may be returned for a refund up to 30 days from the purchase date. A refund will be issued to the original form of payment for the item(s), less shipping and handling.
- The quickest way to exchange an item is to go online and order the correct size or color and return the original item for a refund.
- Please fill out this return form and include it and your packing slip with your return.
- If you received an incorrect or damaged item, please contact us at orders@royalrobbins.com prior to proceeding with the return or warranty process.

SHIPPING

Repackage your items to be returned in your original recycled polybag mailer along with the completed return form and your packing list. Please write your order number on the outside of the package. This will help us quickly identify and process your return upon arrival. We recommend shipping your return with a carrier that provides tracking and insurance. We cannot be responsible for items that do not arrive at our facility. We do not accept C.O.D. deliveries.

HOW LONG DOES IT TAKE TO PROCESS THE RETURN?

Returns enter our system within 48 hours of receipt and will be finalized within four business days after arrival. Email notification is sent upon the finalization of your return, not when your items are received at the facility. Please note that it will take most banks 3-6 business days for the credit to be reflected in your available balance after you receive your email notification.

HELP

If you have any questions regarding your return please email us at help@royalrobbins.com or call us at (800) 587-9044, M-F between 8:00 AM and 5:00 PM MT.

Please complete the following information and include it with your returned items:

Name: _____

Order number: RY# _____

Phone number: _____

Email: _____

Style #	Item name	Color	Size	Reason Code

Reason Codes:

WS - Wrong size ordered

TB - Too big, fits large

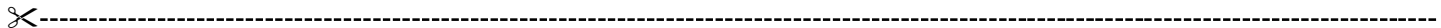
OT - Other

TS - Too small, fits small

17 - Defective (stains, holes)

Other: _____

Please use the return label below to ensure priority handling upon receipt



Order: RY# _____

Royal Robbins Returns
 c/o Fenix Outdoor
 3225 Himalaya Rd, Ste 400
 Aurora, CO 80011