

# CHAMONIX

• COLLECTION •

Chamonix Return/Exchange Form

Date: \_\_\_\_\_ Order #: \_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Thank you for your order. We appreciate the opportunity to serve you. In the event that your order is not what you expected, please use this form for your return/exchange.

## Returns:

- 1) All returns and exchanges must be of unused items and must take place within the time frame specified on our website.
- 2) Return your package via FedEx Ground, UPS Ground, or US mail, insured with tracking capability. (CODS are not accepted)
- 3) Please fill out this form and include it with your return/exchange.
- 4) A refund will be issued to the credit card used on the original order.
- 5) Please allow up to 2 weeks for your credit card to be refunded.
- 6) Items purchased without all original hardware are subject to replacement cost charges for the missing parts. (eg: screws, mounting plates, binding hardware etc.) These charges will be deducted from your credit.

## Exchanges:

- 1) All exchanges must be of unused items in new condition and must take place within the time frame specified on our website.
- 2) We will send you exchange order by ground shipping free of charge.
- 3) To speed up your exchange, you may place a new order on the phone or online. You will need to pay for the new order, but we will issue a credit to your card when we receive your returned merchandise.

## Reason Codes:

A: Did we ship you the wrong item?	F: Arrived Too Late
B: Didn't Fit Right	G: Arrived Too Late
C: Too Large	H: Wrong Item Arrived
D: Too Small	I: Damaged In Shipping
E: Not As Expected	J: Damaged/ Defective

## Items Being Returned:

Reason Code	Item Description	Price

## Items Being Exchanged:

Reason Code	Item Description	Price

