

# RETURN/EXCHANGE FORM



NAME:	EMAIL:
ORDER DATE:	ORDER NUMBER:

www.railsclimbing.com  
info@railsclimbing.com

QTY	STYLE NAME	STYLE COLOR	SIZE	REASON	REASON CODES
					1. DOESN'T FIT PROPERLY
					2. INCORRECT SIZE ORDERED
					3. INCORRECT ITEM RECEIVED
					4. FAULTY/DAMAGED ITEM
					5. LOOKS DIFFERENT FROM IMAGE
					6. ORDERED MORE THAN ONE SIZE
					7. CHANGED MIND

If you would like to exchange for a different size or color, please indicate the items below.

QTY	STYLE NAME	STYLE COLOR	SIZE

Shipping Address:

## RETURNS & EXCHANGES PROCESS

We want you to be happy with your purchase! RAILS will gladly refund or exchange regularly priced unworn, unwashed, or faulty merchandise if returned within 30 days of purchase. Returns will not be processed without the return form fully completed and included with the return. You may use the original packaging to return your purchase.

If you need to exchange your item for a different size or color, we recommend contacting us by email at info@railsclimbing.com to let us know what item you would like, so we can create an exchange order. RAILS will refund the method of payment used to make the purchase should there be a price difference between the return and exchange. Please allow 5-7 business days processing time for turnaround on the exchange. Exchanges will be held for up to 30 days.

**\*\*Exchanged items must be of equal or lesser value to the original purchase. Prepaid return labels are only permitted once per order.\*\***

**NOTE: All sale items are eligible for EXCHANGE or STORE CREDIT ONLY and cannot be returned for refund.**

**Ship Returns To:**  
RAILS  
ATTN: Returns  
2301 E. 51st ST.  
Vernon, CA 90058