

## Customer Returns

Lockwoods Ski & Outdoor  
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## Need to return or exchange an item?

We want you to be happy with your purchase. If you're not, you can return items to us within 14 days of delivery and we'll exchange them, or refund to the credit card, debit card or PayPal account of the person who originally placed the order.

Any returned goods should be in an unused, undamaged, re-saleable condition. Please include all the original packaging and labels, and a copy of your receipt. For shipping, please see the instructions on our website:

 [lockwoods.com/returns](https://www.lockwoods.com/returns)

*For hygiene reasons, we are unable to exchange or refund underwear. For safety reasons, we are unable to exchange or refund climbing safety equipment, including harnesses, ropes, and slings. This does not effect your statutory rights.*

Quantity	Description	Size	Refund	Exchange	Reason for return