

# Exchange Form

Name or Company\*

Reference No.\*

(e.g. sales order or invoice number)

Email\*

Phone

Shipping Address\*

Street Address

Street Address Line 2

State

City

Zip / Postal Code

Items to Return

Product	Size	Color	Quantity

Items to Exchange

Product	Size	Color	Quantity

Billing Information\*

Same as above shipping information

Billing Name

Street Address

Street Address Line 2

State

City

Zip / Postal Code

Payment Information\*

Credit Card No.

CVV

Exp. Date

## **RETURN POLICY:**

### **Load Bearing Gear Policy:**

**For the safety of others and by law, we cannot accept returns or exchanges on any load bearing gear.** This includes ropes, carabiners, quickdraws, belay / rappel devices, and harnesses, unless they are found to be defective, in which case you are covered by Mad Rock's manufacturer's warranty. If that is the case and you feel the product is defective, please contact us 1-562-944-8081 before attempting to return the defective item.

### **Non-load Bearing Gear Policy:**

You may return all unused shoes with original packaging for an exchange or store credit. A shoe must be in new re-sellable condition in order to qualify for an exchange or refund. All new shoes with the exception of outlet shoes are eligible for a refund if returned within 30 days of purchase and are in **new condition**. All Outlet, Sale and Discontinued items are only eligible for an exchange or store credit within 30 days of purchase. Qualified refunds will receive full credit. If the packaging for product is missing or unusable a \$2 restocking fee will be charged. Return shipping is \$5.00 Returns and exchanges normally takes 1-3 weeks. Please mail your package in a prepaid, insured, traceable method to the address below. We are not responsible for lost or stolen return shipments. If you have any questions about sizing please call us at 562.944.8081

**\*PLEASE GIVE US CALL BEFORE YOU SEND YOUR SHOES BACK FOR A RETURN OR EXCHANGE\***



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