

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 Returned

Product	Size	Color	Quantity

Items Wanted

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. Dat

RETURN POLICY:

Please ship returns or exchanges to the following address:

Mad Rock
Attn: Returns/Exchanges
10528 Pioneer Blvd
Santa Fe Springs, CA 90670

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. All new shoes except for Outlet shoes are eligible for exchange if returned within 30 days of purchase date 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. Customers are responsible for all shipping costs associated with returns/exchanges; 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 the packaging for a product is missing or unusable a \$2.00 restocking fee will be charged. All web order exchanges will be charged a \$5.00 flat shipping fee for the replacement. Shoe Award recipients are responsible for all shipping associated fees with exchanges only. If you have any questions about sizing please call us at 1.562.944.8081



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