

Return Order Form

www.halfmoonoutfitters.com



Online Order Number

In-Store Purchase Information

NAME

EMAIL

SHIPPING ADDRESS

PHONE NUMBER

STORE LOCATION OF PURCHASE:

CONTACT US

Half-Moon Outfitters
ONLINE STORE
1084 East Montague Ave.
North Charleston, SC 29405

customerservice@halfmoonoutfitters.com

www.halfmoonoutfitters.com

(877) 846.7589

At Half-Moon Outfitters, your satisfaction is our goal. We stand by all the products that we sell. If you are not happy with your purchase, for any reason, just return it for an exchange or refund. Let us know what went wrong, so we can make sure that it doesn't happen again- to you or to anyone else.

+ We apologize, but we can't accept any returns on climbing equipment or car racks- it's the law.

+ Please include all original packaging (including both boxes if shoes) and tags when returning. A re-stocking fee may be added if items aren't sent back as they were received.

Directions for Returns & Exchanges

USING A PRE-PAID RETURN LABEL

For easy return shipping please use our pre-paid return label (excluding APO/FPO, Final Sale Items, Alaska, and Hawaii orders) for free. Final Sale Items cannot be returned or exchanged. Once we receive your return, we will reimburse you the price of your return back to your original form of payment (excluding your shipping charge if your order was under \$100) Call us at (877) 846.7589 or email us at customerservice@halfmoonoutfitters.com to receive your pre-paid label.

FINAL SALE ITEMS THAT CANNOT BE RETURNED

Face coverings, neck gaiters, undergarments, climbing gear, Yakima products, SUP's, Kayaks, Solbello Shades, OneWheel Products, Shibumi Shades, all Neso products, sunglasses without tags, and shoes that have been worn or are without original packaging/box. In order for us to accept returns or exchanges on swimwear and bathing suits, they must be in unused, new condition with tags and with hygiene strips still attached.

FOOTWEAR RETURNS

All footwear may be tried on indoors in order to determine proper fit. Shoes worn outside will not be eligible for returns or exchanges. You must also return original shoe box inside of an outer box. Do not use the shoe box as the shipping box or the product will be returned back to you.

EXCHANGES

Exchanges can be made at any of our store locations, if accompanied by the original tags and receipt and the item is in new, unused/unworn condition. If you would prefer to complete your exchange on our internet site, you will need to purchase the new item from the website. You can then send the original item back using the shipping instructions above and we will issue a refund with the original method of payment for that item once we have received it.

HOW TO RETURN YOUR ITEM

Call us at (877) 846.7589 or email us at customerservice@halfmoonoutfitters.com to receive your shipping label or with any other questions.

Monday-Friday 8am-5pm EST

Please write visibly on the outside of the returned package:

ATTENTION INTERNET RETURNS

Please ship your return using your shipping method of choice to:

Half-Moon Outfitters
ATTN: INTERNET RETURNS
1084 East Montague Ave.
North Charleston, SC 29405

If you do decide to ship your return back to us without using the prepaid return shipping label we cannot be responsible for your package until it is signed for by our staff. We *highly* recommend you insure your package... *especially* if you decide to return it via a method that cannot be tracked. We cannot help track packages until they arrive and have been signed for.