

Returning an unwanted product

At Summiteer you have up to 28 days to return an unwanted product for refund or exchange. All products should arrive to us in the condition they arrived to you in and we check all products before issuing a refund for them. If your product is found to have dirt, damage or appears to have been used and therefore not in the condition it came out of the factory in, we have the right to deny a refund or only offer a partial refund.

Please Note: If you purchased your product between November 1st and December 24th, you have up to 40 days as of December 25th to return it as an unwanted gift.

Returning a product with a damage, defect or fault

At Summiteer we have a 2 year warranty from the date of purchase on all our products. If you return a product within its warranty that appears to be faulty down to manufacturing error we will replace or repair the product free of charge. If you return a product outside of this warranty with any of the above issues, it is at our discretion whether we can repair/replace.

What if I damage a product and it is my fault, will you fix it?

If you return a product to us that is damaged due to excessive abuse, an incident or wear and tear (e.g. you've ripped your sleeping bag open on a crampon). We will do our best to repair it, but will expect you to cover the cost of this repair.

Web Order Number (if applicable):

Date of Purchase:

Address:

Post Code: _____ Phone Number: _____

Email Address: _____

Product Model/Size/Colour:

Please circle one of the following:

Refund

Exchange

Repair

What is your reason for returning the product?

What would you like us to do about it (if exchange - for what product/size/colour)?

Return Address

Summiteer Equipment, Unit 5a Summerlands Trading Estate, Endmoor, Kendal, Cumbria, LA8 0FB

Please inform us by email before dispatching a return - sales@summiteerequipment.com



Summiteer Equipment,
Unit 5a Summerlands
Trading Estate,
Endmoor, Kendal,
Cumbria, LA8 0FB

Dear Customer,

Thank you for purchasing one of our Glow Worm sleeping bags. We're a new company in our early days and your support is greatly appreciated. At Summitteer we aim to provide quality equipment at an affordable price and we feel the Glow Worm promotes this ethos well. Have lots of fun in it and don't forget to tell your friends about our products.

A down sleeping bag is a brilliant piece of equipment, but it needs looking after. Make sure when storing the bag you keep it in the lofting sack provided, or alternatively hang it up somewhere it will stay clean and dry.

When going for adventures in your bag we recommend carrying it in a dry bag. Have a dry bag specifically for your sleeping bag, that way you're not tempted to go without. Remember getting a down sleeping bag wet can reduce its life span and function significantly, so take this precaution early on.

Finally we love to see what our customers are getting up to. If you get the chance please send us some photos and tell us all about the adventures you've had in your bag.

All the best,

Ethan Thomas
Summiteer Founder and Director

www.summiteerequipment.com
info@summiteerequipment.com
01539 592954