

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 therefor 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 have damage or a fault 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:

What is your reason for returning the product?

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

Please circle one of the following:

Refund Exchange Repair

Return Address (please check address on website before posting - it may have changed!)

2 Stainton Court, Stainton, Kendal, Cumbria, LA8 0LQ

If in doubt, email us before returning a product - sales@summiteerequipment.com