

## OUTDOORPLAY RETURNS AND EXCHANGES POLICIES AND PROCEDURES

### Returns/Exchanges Policy

Outdoorplay happily accepts product returns or exchanges within 30 days of the date of purchase for regularly priced products. **We do not accept returns or exchanges on sale or close-out items.** The returned or exchanged product must be unused and returned in the original manufacturer packaging with the original product hang tags attached. All returns (but not exchanges) are subject to a 15% restocking fee. For your protection, we recommend you insure your return/exchange package when sent to Outdoorplay. All product returned or exchanged will be inspected upon its arrival at Outdoorplay. Your original form of payment will be credited for the appropriate amount following a satisfactory inspection.

### Returns/Exchanges Procedure

To help us process your return or exchange as quickly as possible, please fill out this form completely. There is no need to call us for a return authorization number before sending the products back to us.

1. Please provide us your:
- |               |  |
|---------------|--|
| Name          |  |
| Address       |  |
| C/S/Z         |  |
| Daytime Phone |  |

2. Please detail what you are returning/exchanging, and why you are doing so (using the codes below):

Returning on Invoice #: \_\_\_\_\_

Reason Code	Qty.	Product Description	Color	Size

### Exchanging For

Qty.	Product Description	Color	Size

### **Reason Codes**

- 1 Too Small
- 2 Too Large
- 3 Defective (Please describe) \_\_\_\_\_
- 4 Wrong Item Shipped
- 5 Other (Please describe) \_\_\_\_\_

3. Put this form in the box with the items being returned and mail it to:

Outdoorplay, Inc.  
Attn: Returns  
3459 Guignard Drive  
Hood River, Oregon 97031

4. Shipping Notes:

- a. On exchanges, you will be charged (or credited, as applicable) any differences in price, plus shipping to send the new item out.
- b. If we made an error in the shipping, you will not be charged an additional shipping charge to send the new item out.
- c. If you have any questions or concerns, please contact us at 800-994-4327.

### Special Considerations

**Return/Exchange Documents:** Your original invoice or a copy of **both** sides must be included in your return package for us to effect a return.

**Shipping Damage:** Contact us immediately if you receive merchandise that is damaged during shipping.

**Used Merchandise:** All used merchandise is sold **“AS IS.”**

**Special Orders:** All special orders must be pre-paid. There are no returns or exchanges on special orders.