

## 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. The returned or exchanged product must be unused and returned in the original manufacturer packaging with the original product hang tags attached. 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 follow all steps below and fill out this form completely. There is no need to contact us prior to sending your item(s) back, simply fill out the information below and return the package to Outdoorplay.

**1. Please provide us your:**

Order Number \_\_\_\_\_  
 Name \_\_\_\_\_  
 Shipping Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

**Was this a gift:** Yes \_\_\_\_\_ No \_\_\_\_\_ (Gifts may be exchanged or returned. If you return a gift, we will e-mail a gift certificate for the value of the item.)

**2. Please detail what you are returning/exchanging, and why you are doing so:**

Qty.	Product Description	Reason	Color	Size

**Exchanging For:**

Qty.	Product Description	Color	Size	Backorders OK?
				Yes No
				Yes No
				Yes No

**3. Payment Information:** Returns will be credited to the account on which the original order was charged. For exchanges, we will need your complete credit card information for the new outgoing portion. We accept Visa, MasterCard, Discover and American Express:

Account Number: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_ / \_\_\_\_\_  
 CVV: \_\_\_\_\_ (3-digit security code on signature strip on back of card, 4-digit on front for American Express)

**Credit Card Billing information (if different from what is on file):**  
 Name \_\_\_\_\_  
 Billing Address \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_

**4. Put this form in the box with the items being returned and mail to:**

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

**5. If you have any questions or concerns, please contact us at 1-800-994-4327 Monday through Friday from 7am to 5pm Pacific Standard Time.**

**Special Considerations:**

**Return/Exchange Documents:** Your original invoice or a copy of **BOTH** sides must be included in your return package.

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

**Restock Fee:** We reserve the right to charge a 15% restocking fee in certain situations.

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