



Contact Us - 1-800-994-4327  
Monday through Friday - 8am-4pm PST  
[returns@outdoorplay.com](mailto:returns@outdoorplay.com)

### RETURN FORM

Is your new item not exactly what you wanted? Not to worry - we've got you covered.

#### RETURNS:

With Outdoorplay's "No-Hassle Money Back Guarantee," item(s) may be returned within 60 days of the original purchase date. Item(s) must be unused, undamaged, and in the original manufacturer's packaging, including any hang tags, to receive a refund. This guarantee does not apply to item(s) that have been worn, modified, damaged, misused, or abused. We can not offer exchanges; however, you can place a new order, and we will process the refund after the return is received back to us. All returns are subject to evaluation by the Returns Department.

#### REFUNDS:

All refunds will be credited back to the original form of payment or store credit. Once the return has been received by our Returns Department, we will process your refund within 72 hours. This will show on your next statement, and depending on your bank, it may take a full billing cycle for it to post to your account. Keep in mind processing your return may take longer during the holidays.

➤ **Return and Refund Exclusions:**

- A 10% fee will be deducted from the refund for items that require cleaning.
- Undeliverable or refused orders will be refunded; however, a 10% processing fee will be deducted from the refund amount.

#### EXCHANGES:

Visit [outdoorplay.com](http://outdoorplay.com), find the new item you want, and place your new order. Once your return is received, we will credit your original form of payment within 72 hours of receipt to the original form of payment.

#### STEP 1: FILL OUT THIS FORM

- Fill in the details of your return below.

Order Number: \_\_\_\_\_

Your Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Quantity	Product Description	Reason	Color	Size

#### STEP 2: PACK IT UP

- Carefully pack your item(s) securely to ensure there is no damage to the returned product during transit; include this form and any proof of purchase with your return item(s).

#### STEP 3: SHIP IT OUT\*

- Return shipping cost is the customer's responsibility.\*
- We recommend shipping the package with a carrier that can provide tracking and insurance as Outdoorplay is not responsible for lost packages.
- Send your package to the following location:

**Outdoorplay**  
**Attn: Returns Department**  
**3459 Guignard Drive**  
**Hood River, OR 97031**

**PLEASE NOTE:** We do our best to completely process returns within 7-10 business days of the date they arrive at our warehouse. It can take up to 2 weeks during peak periods for a return to be processed. We appreciate your patience and understanding as we work to process returns as quickly and safely as possible.