



Contact Info – 800.994.4327  
Mon-Fri 7am - 5pm PST  
Sat-Sun 8am - 5pm PST  
returns@outdoorplay.com

**Product Exchanges:**

Is your new item not exactly what you wanted? No problem, just follow these easy steps:

- 1) Go to Outdoorplay.com and find the new item you want to order. Add it to your cart, checkout, and we'll get your new order shipped immediately so there is no delay!
- 2) Next, follow the instructions below to return the original item.

**Product Returns:**

Sending an item back? Just follow these steps:

- 1) Read the rules below:
  - We accept returns within 60 days of the date of purchase.
  - The returned item must be unused & in the original manufacturer packaging with hang tags attached.
  - We recommend you insure your package when returning it.
  - All items will be inspected upon arrival at Outdoorplay.
  - Following a satisfactory inspection, your original form of payment will be credited for the appropriate amount.
  - We process returns within 72 hours of receipt. It may take a full billing cycle for a refund to show on your credit card statement.
- 2) Provide us the details of your return below

Outdoorplay Order Number: \_\_\_\_\_  
 Your Name: \_\_\_\_\_  
 Daytime Phone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

qty.	product description	reason	color	size

- 3) Put this form in a box with the returned item(s) and mail to:

Outdoorplay  
Attn: RETURNS  
3459 Guignard Dr  
Hood River, OR 97031

**Special Considerations:**

**Shipping Damage** – Please contact us immediately if you receive an order that has been damaged during shipping. All shipping/delivery issues must be reported within 48 hours of receipt.

**Restocking Fee** – We reserve the right to charge a 15% restocking fee at our discretion if return policy is not followed. Undeliverable or refused orders are subject to a 20% restocking fee. Please contact us if you have any questions.