



Contact Us – 800.994.4327
Mon-Fri 8am - 4pm PST
returns@outdoorplay.com

RETURN AND EXCHANGE FORM

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

RETURN POLICY:

We accept returns within 60 days of the date of purchase. The returned item(s) must be unused and in the original manufacturer packaging with hang tags attached. After receiving your return and inspecting the condition of your item, we will process your refund within 72 hours of receipt. It may take a full billing cycle for a refund to show on your credit card statement. Keep in mind processing your return may take longer during the holidays. Customers are responsible for the return shipping costs.

➤ **EXCHANGES:**

Visit outdoorplay.com, find the new item you want, add it to your cart, checkout, and we'll get your new order shipped to you as soon as possible. Once your return is received we will credit your original form of payment within 72 hours of receipt.

➤ **EXCEPTIONS:**

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:**

A 15% restocking fee will be charged 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.

Step 1:

- Complete the following details of your return below.:

Order Number: _____

Your Name: _____

Daytime Phone: _____

Email Address: _____

Quantity	Product Description	Reason	Color	Size

Step 2:

- Put this form in a box with the returned item(s) and mail to the below address. Outdoorplay is not responsible for items lost or damaged in transit. We recommend that you use a trackable method to mail your return, that you use a carrier that can provide tracking and insurance information.

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