

# MERCHANDISE RETURN FORM

## Need to Make a Return? No Problem!

Just follow these easy steps:

### 1) Go Back Online to [www.TheSnowLeopard.com](http://www.TheSnowLeopard.com)

Click on the **RETURNS** link on the home page and follow the on screen instructions. You may either print out a return label and mail it back at your own expense, or you can choose our "Easy Returns" Option and we'll email you a Pre-Paid UPS Label with a list of locations near you where you can drop off your package. Instead of paying a higher price when you mail your package on your own, we will deduct a flat \$6.00 from your final return if you choose the Easy Return Option. Continental USA Only. You may also call us at (800) 685-5548 to request an Easy Return Shipment.

### 2) Fill out the bottom of this form

For Security Reasons, we do not keep your credit card on file, so make sure to fill out the bottom of this form with all of your information so we can make sure to credit your account in a timely manner. Be sure to select the reason for your return as well.

### 3) Box up your Return and Ship It!

Please remember to include this form with your package. Please box your item(s) up carefully and include all tags and packaging. We HIGHLY suggest sending your products back via UPS, but you may send your items back with USPS if you prefer. Snow Leopard Mountain Sports is NOT RESPONSIBLE for any packages lost by USPS or UPS, so please insure all packages and retain your tracking numbers until your refund has been processed.

## RETURN INFORMATION

Your credit will show up on your credit card statement. Original and Return shipping and handling charges are not refunded. Please allow up to 6 weeks for the credit to appear on your statement. USED ITEMS will NOT be accepted and will be returned to you at your own cost.

## NON-RETURNABLE ITEMS

The Following Items CANNOT be Returned (as stated on our website's): Items that were purchased over 30 days ago, all climbing gear, goggles, long underwear, or special order items that are customized or not normally available in our stores. If you send back a NON-RETURNABLE item, you will NOT be refunded.

## EXCHANGES

Due to our rapidly changing inventory, we are not able to do "Item for Item" exchanges. If you would like to "exchange" an item, please order the replacement online and return this item for a credit.



**Snow Leopard**  
MOUNTAIN SPORTS

13050 W 43rd Dr #300 - Golden, CO 80403 (800) 685-5548

We are here to assist you! If you have any questions regarding returns or if you need help selecting a replacement item, please do not hesitate to contact us! You can email us at [support@thesnowleopard.com](mailto:support@thesnowleopard.com) or call us at (800) 685-5548

## PLEASE FILL OUT THE INFORMATION BELOW

YOUR NAME: \_\_\_\_\_ ORDER NUMBER: \_\_\_\_\_

PURCHASERS NAME (if different): \_\_\_\_\_

PHONE NUMBER: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

HOW WOULD YOU LIKE US TO PROCESS YOUR RETURN? Select One \_\_\_  Credit my Credit Card \_\_\_  Issue a Store Credit

CREDIT CARD NUMBER: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ EXPIRATION DATE: \_\_\_\_\_ / \_\_\_\_\_

If you do not fill this out, we will automatically issue a store credit for you to use at a later date instead of crediting the refund back to your card.

### ITEM(S) YOU ARE RETURNING:

ITEM	REASON FOR RETURN (please circle)	RETURN CODES
	1 2 3 4 5 6 7 8 9	1 - NOT WHAT I EXPECTED 2 - CHANGED MY MIND 3 - UNWANTED GIFT 4 - DIDN'T FIT
	1 2 3 4 5 6 7 8 9	5 - DID NOT ARRIVE IN TIME 6 - DAMAGED DURING SHIPPING 7 - DEFECTIVE PRODUCT
	1 2 3 4 5 6 7 8 9	8 - RECEIVED WRONG PRODUCT 9 - OTHER (please explain below)

COMMENTS? Snow Leopard Mountain Sports values your comments and suggestions!