

# RETURN AND EXCHANGE FORM

(If you have a warranty or repair request, please use the Warranty/Repair Form)



CUSTOMER NAME			
ADDRESS			
CITY		STATE	ZIP
PHONE		EMAIL ADDRESS	
PRODUCT/MODEL			SIZE
COLOR		FABRIC	

<b>Return Authorization (RA) Number:</b>		
<input type="checkbox"/> EXCHANGE	PLEASE REPLACE WITH	
<input type="checkbox"/> RETURN	REASON FOR RETURN	

<b>CREDIT CARD INFORMATION (OPTIONAL)</b>			
ACCOUNT NUMBER		<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD
EXPIRATION DATE	SECURITY CODE		
BILLING ADDRESS (if different from above)			
NAME ON CARD		SIGNATURE	

<b>NOTES</b>
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<h3>RETURN POLICY</h3> <p>Please understand the Brooks-Range return/exchange policy before sending back your item to make sure it is eligible for return and to avoid having it returned to you unprocessed.</p> <p>Returns or exchanges will only be accepted within one (1) year from purchase date and only to the original buyer. They must be accompanied by the original receipt, invoice or packing list and be in unused condition. Certain items may not be returned or exchanged. These include sale items and products with custom features such as climbing equipment, non-standard fabrics and colors, pattern modifications, and non-standard options. Please see the full details of our product guarantee and return policy on our website at: <a href="http://www.brooks-range.com/Customer-Service">http://www.brooks-range.com/Customer-Service</a>.</p>
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<h3>CHECKLIST</h3> <p>Please make sure you include the following with your return/exchange</p> <ul style="list-style-type: none"><li>- Original receipt, invoice and/or packing slip</li><li>- Original packing materials</li><li>- This form, completely filled out including Return Merchandise Authorization Number.</li></ul> <p>To receive a Return Merchandise Authorization Number, contact us at: <b>Phone: (510) 797-7980</b> <b>Fax: (510) 797-3214</b> <b>Email: <a href="mailto:info@brooks-range.com">info@brooks-range.com</a></b></p> <p>Ship your item(s) back using a method that is insured and can be tracked, such as UPS, FedEx, or US Postal Service with Delivery Confirmation. Send items to:</p> <p><b>Brooks-Range Mountaineering Equipment Co.</b> <b>4725 Thornton Avenue</b> <b>Fremont, CA 94536-6408 USA</b></p>
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