



888-347-2879 • 314-962-7715

# RETURNS & EXCHANGES

440 N. KIRKWOOD ROAD • ST. LOUIS, MO 63122

customer@alpineshop.com • alpineshop.com

If a product just isn't right, you may return it within 30 days of receiving your order for an exchange or full refund (excluding shipping if applicable). We try to make this process as hassle free as possible!

Please follow these 3 steps for a return or exchange:

### 1. Which item(s) would you like to return or exchange:

Item #	Description of Item	Size	Color	Qty	Price	Reason #
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

### REASON FOR RETURN: Indicate # in Step 1 Below

- |                              |   |
|------------------------------|---|
| 1. Did not Fit - Too Small   | 7. Color Not as Expected                                  |
| 2. Did not Fit - Too Large   | 8. Quality Issue (damaged, defective, missing parts, etc) |
| 3. Did not Fit - Strange Fit | 9. Didn't Order   |
| 4. Did not Like              | 10. Arrived too late                                      |
| 5. Gift                      | 11. Other: _____  |
| 6. Wrong Item Sent           |   |

### 2. Check how you would like to be reimbursed.

- Reimburse credit card or PayPal account used on order
- Send a refund check
- Send a gift card
- Exchange returned items for items indicated below

### 3. Pack it all up, insure it and send it to:

Alpine Shop Returns  
440 N. Kirkwood Road  
St. Louis, MO 63122

(Make sure this form gets in there!)

For the locals: Just fill out this form and take your return item(s) to any Alpine Shop store location!

**PLEASE NOTE:** Life-protecting and/or weight-bearing equipment such as ropes, carabiners, harnesses and helmets cannot be returned or exchanged.

Please see Alpine Shop's return policy at [alpineshop.com](http://alpineshop.com) for more information, or contact [customer@alpineshop.com](mailto:customer@alpineshop.com)

**COMMENTS:** Let us know what we can do to improve.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Exchanging Items?** If you checked the exchange box in step 2, please fill out the information below. If you would like to guarantee the availability of the exchange item, please purchase the new item on [alpineshop.com](http://alpineshop.com) and fill out the return information above!

Item #	Description	Size	Color		Qty	Price	Total
			1st Choice	2nd Choice			
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

### RETURN LABEL:

Please fasten this label securely to your package.

**PLEASE CHECK:**  Exchange  Return

**FROM:**

**TO:**



ALPINE SHOP  
RETURNS & EXCHANGES  
440 N. KIRKWOOD ROAD  
ST. LOUIS, MO 63122

