



*Free Range Climbing*

## **Return & Refund Policy**

Latest Revision:  
1 - March 1st-2024

Previous Revisions:  
0 - Sept 1st-2023



**You are an important customer! and we want you to have a positive experience.**

Hopefully everything is perfect with your purchase & shipment. However, if you are not satisfied with your purchase, the first step is always to contact us (information provided at bottom of this policy). We want to know why you are unsatisfied, so we can correct any errors in our process.

You can return your order by following the instructions below. Returns must be made within 30 days of receiving, and items must be in the same condition it was sent to you with the original packaging and original receipt / invoice. We ask that you ensure your return is packaged within a shipping box or a bag. Preferably, within the same box in which you received your order. We will credit your original payment method.

#### **Returning a Product to FreeRange:**

1. Contact [freerangeclimbing@gmail.com](mailto:freerangeclimbing@gmail.com) or 1-506-609-6952 for the shipping information to ship your item back for a refund. Be sure to include a copy of your original receipt / invoice.
2. Ship your package back via your method of your choice (Courier/Canada Post). Please note that customers are responsible for the return shipping costs.
3. Once the store receives your package we will refund your original payment method(s) within 5 business days.

If you wish to exchange an item for another size/colour, contact us before placing an order for the new product, as we may be able to simply exchange it without the need for an additional purchase. Additional shipping costs may apply.

**\*Shipping fees on the original purchase are non-refundable.**

#### **Return Your Online Purchase In-Store:**

1. Drop into Fit Rocks Climbing Gym (Saint John) with your item in brand new condition, your original receipt and the staff will initiate the refund process.
2. You can request an In-Store Credit, Exchange, or Refund. Note that refunds for online orders are issued within 5 business days of receiving.

#### **Having a problem with your product(s)?**

Often a quick conversation with our staff can solve the problem. If the problem persists, or if you feel the product is defective, we will initiate a warranty. Depending on the issues, this may involve the original supplier, or it may be a simple replacement on the spot. Our mission is to solve the problem as quickly and painlessly as possible.



**The following items are final sale:**

- Consumables, such as:
  - Loose & Liquid Chalk
  - Skin Salve & Skin Care Products
- Holds “seconds” or defective products marked as *Final Sale* or *Clearance*.

**Contact:**

FreeRange Climbing

[freerangeclimbing@gmail.com](mailto:freerangeclimbing@gmail.com)

[www.freerangeclimbing.com](http://www.freerangeclimbing.com)

Eric - (506) 609-6952

Adam - (506) 608-3458