



## RETURN REQUEST FORM

\*\*\* All returns must be made within 45 days of purchase. You must have a store receipt, gift receipt or shipping invoice. Returned merchandise must be in new, unworn condition with all original tags and packaging. Any return made that does not meet the above criteria will be denied. The following items are considered non-refundable:

- For hygienic reasons, we are not able to accept any returns on underwear tops and bottoms.
- For safety reasons, we are not able to accept any returns on protection and fall/arrest related climbing equipment. This includes but not limited to: carabiners, cams, nuts, all bolt protection, runners or any type of webbing, helmets, harnesses, ropes and any cut cordage of any kind.

### Return Instructions:

1. For customers who have created an account, go to **My Account** on the top left of the page, login and click on **Completed** or **Completed Orders**, select the order# which contains items you wish to return, click **Return Item(s)**, select item and quantity that are being returned, select reason and submit. Skip to step 3 or just fill out the form below. If you bought items and checked out as Guest then go to step 2.
2. Include a copy of your invoice with this form and the product(s) being returned.
3. Ship your return/exchange and all paperwork to us:

**Outter Limits**  
**Attn: RETURNS**  
**630 Broadway Avenue**  
**Saskatoon, SK, S7N1A9**

4. Outter Limits recommends using Canada Post, UPS or FEDEX for all returns. Please include insurance for merchandise and request a tracking number to ensure proper handling. Outter Limits is not responsible for lost or damaged returns.
5. Any questions please call 1-877-374-1663 or email [returns@outterlimits.com](mailto:returns@outterlimits.com)

### Contact Information:

Name: \_\_\_\_\_ Order#: \_\_\_\_\_

Address: \_\_\_\_\_ Phone#: \_\_\_\_\_

\_\_\_\_\_ email: \_\_\_\_\_

\_\_\_\_\_

### Items Returning:

Item Description	Colour	Size	Quantity

### \*\*EXCHANGES:

please call 1-877-374-1663 for exchanges to ensure the items you want to exchange for are in stock.