



## REFUNDS & RETURNS POLICY

### Returns Included

We stand behind everything we sell and we also understand that occasionally, things don't quite go according to plan. If for any reason, you find that you need to return or exchange products you purchased from our store, we've made the process as easy as possible.

Contact our customer service team within 90 days of receipt of your gear to successfully initiate a return or exchange.

### Return Process:

1. Obtain a Return Product Authorization number from our team or fill out the request form before returning your products. Please note that we don't process any items for returns or exchanges without an RPA number or written approval on the RPA request form.
2. Ensure a copy of the original order confirmation or packing slip is sent along with your RPA paperwork as proof of purchase.
3. Be sure to inspect your items before sending them back — if you don't get a chance to do this, please let us know before shipping the items. The items must be in their original packaging and unused for us to process a return.
4. Any shipping costs and restocking fees associated with the return in the event of fulfillment or other error on the part of White Duck Outdoors will be incurred by us. White Duck Outdoors reserves the right to evaluate and determine the condition of the returned products upon receipt of the items and RPA number or form and a thorough inspection of the items.

### Exchanges

If you need a different size or product, fill out our return request form and a member of our team will get in touch with you to process the exchange.

Shipping costs and restocking fees for exchanges will be incurred by the customer.

### Cancellations

Cancellation of any products that have already been shipped will be treated as a : return, with shipping and restocking fees to be paid by the customer. Please refer to our return policy for more information.

## CONDITIONS

### Refunds and Exchanges

Refunds and exchanges are only processed if the product is still new and unused, with the packaging intact. The product should be free of dirt, damage and wear and tear from use, storage or transport. If you have taken the product out of the packaging, ensure that it's packed the same way as it was when you received it, complete with the original parts, assembly instructions and all packaging materials.

## **Shipping Costs**

Shipping is included on all Costco Next items. All the returned items must be shipped prepaid freight. We will not accept return shipments sent without prior authorization or shipped with the cash on delivery option.