



Returns and stuff

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Policy Updated 13/11/2018. Cold Mountain Kit Ltd is in the process of closing and clearing all of its stock. Because of this our returns policy has changed. Please see full details online www.coldmountainkit.com/shop/returns

RETURNING FOR REFUND

We offer our online customers the option to return any non-faulty purchases within 14 days from the point of order for a full refund (this does not include any non-standard delivery charges). We do not refund postage and packing costs incurred getting the goods back to us. Please note that this is a strict policy and any items that arrive with us after the limit will be held until payment is made to send the items back to you.

EXCHANGES

We no longer offer exchanges as we feel this is an unnecessarily cumbersome process for both the customer and us. If you need a different size or colour then complete a return for the product you no longer want and place a new order for the correct size. It is your choice whether to wait for your return to reach us and be refunded or to order straight away to ensure that the size you want is still in stock.

RETURNING FAULTY ITEMS

In the rare event that you discover a fault with your goods, please contact us before sending them back. We may need to send the faulty goods back to the manufacturer for them to take action. They may refund, replace or repair the item under their warranty terms. Please note that this may take up to 30 days, but is usually dealt with by the manufacturers much quicker. If you are returning faulty goods we will only refund you the postage costs if you consult with us about the method of return, and we agree that the price is reasonable.

INTERNATIONAL RETURNS

If you are returning goods from outside of the UK, please contact us first.

INSTORE RETURNS

CMK has closed its store at 44 Tower Bridge Road permanently on 27/11/18 and because of this all items sold in-store are considered sale/clearance and, as such, cannot be returned. Shoes and clothing can be exchanged for alternate size/colour/model, but no refund will be given under any circumstances. Store credit will be applied where appropriate. This does not affect your statutory rights.

IMPORTANT INFORMATION ON ALL RETURNS

Items being returned are your responsibility until they are received by us here at CMK, we would always advise taking out insurance with your postage provider.

If we receive items that in our opinion have been used in any way, or if the original packaging is missing or damaged we will not give any refund and will expect you to pay for the item to be posted back to you. We understand that you may need to remove the item from its packaging to try it on, and we are reasonable about this, as long as it is clear you have been as careful as possible and we are able to re-sell the item as new. We absolutely will not accept the return of any climbing shoes if they have been used in any way whatsoever - even just to try on a hold.

Please try your boots on in your own home in a clean area. If you are returning faulty or mis-delivered goods we will only refund you the postage costs if you consult with us about the method of return, and we agree that the price is reasonable.

Our returns policy is in full accordance with the Consumer Contracts Regulations 2014. You can see our full returns policy online.

1. YOUR DETAILS

Date Received

Order No.

Name

Email

Phone

2. RETURNED ITEM/S

SIZE QTY

3. REASON FOR RETURN

FOR CMK USE	DATE & STAFF INITIAL
<input type="checkbox"/> ITEMS RECEIVED	
<input type="checkbox"/> P&P EMAIL SENT	
<input type="checkbox"/> P&P PAID	
<input type="checkbox"/> REFUNDED	

6. ATTACH THE ADDRESS LABEL TO YOUR PARCEL



POST TO:

**RETURNS
COLD MOUNTAIN KIT
41 BURLINGTON LANE, CHISWICK
LONDON W4 3 ET**