



Refund/Exchange Policy

RETAIL

1. All refunds/exchanges must be made within 30 days of the date of purchase with the original purchase receipt.
2. Any item being returned or exchanged must be in saleable condition and **MUST** have the original tags and packaging intact or it will not be refunded or exchanged.
3. All sales are **FINAL** for clearance items of 30% or greater.
4. There will be **NO REFUNDS** or **EXCHANGES** on the following items:
 - a. Skis/Snowboards
 - b. Bikes & Bike Tubes
 - c. Swimwear
 - d. Visibly worn shoes
 - e. All helmets
 - f. Unlisted Safety Equipment
(Climbing ropes, harnesses, etc.)
 - g. Supports
(Cycling shorts, base layers, braces - ankle, wrist, knee, etc.)

Footwear, Hats, Goggles, and Sunglasses must be returned in **PRISTINE CONDITION** with approval.

TRIPS

Day Trips: Must cancel by close of business, 3 business days prior to the trip departure.

Overnight Trips: Must cancel 10 business days prior to trip departure date to receive a FULL refund. If 7 days prior to trip, will receive a 50% refund.

***For a more detailed refund policy, please reference your receipt!**