

## Return to Vendor Policy

### OUTDOOR RESEARCH

#### Basic Policy Information

New and unsold items found to be damaged or defective you may RTV for credit. If it is a customer return, it MUST BE a TRUE DEFECT. No credit for customer satisfaction....see other info below....

#### Exceptions

They DO NOT credit for normal wear and tear, natural weathering, items not used for their intended use, involved in accidents or defaced. They do not cover customer created damages like rips. Tears, burns or holes.

Must be TRUE DEFECT

#### Vendor Requirements (Proof of Purchase, Etc.)

#### Warranty Links and/or Additional Information