

## Return to Vendor Policy

### COLUMBIA

#### Basic Policy Information

New/unworn items found to be defective on sales floor may be RTV for credit if they are within 1 year of receiving the product. Defective items returned by customer with in 1 year of purchase (as long as it is a true defect and able to be documented, see exceptions below) you may RTV

#### Exceptions

If there is a comfort issue, they will not provide credit you cannot RTV for fitting or comfort issues.

If there is wear and tear on the item like a broken zipper they will “replace the item” but NO CREDIT will be given. Please refer them to the warranty page of Columbia’s website, or MOS. They DO NOT cover Mishaps such as fire, tree branch tears, holes and snags, or improper washing/drying issues.

DO NOT RTV items that have wear and tear on them that can be repaired by Columbia.

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

PROOF of PURCHASE for both us, and for customer going through website to have item repaired.

#### Warranty Links and/or Additional Information

<https://customer care.zendesk.com/hc/en-us/categories/204102407-Warranty>

1-800-622-6953 option 3