

## Return to Vendor Policy

### THERM-A-REST

#### Basic Policy Information

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FOR CUSTOMER RETURN: Therm-a-Rest does not give credit or replacements to us as a store. They will repair something for a customer and do a possible replacement once they have looked at the item, but **they do not give the store credit**. They want the **customer to contact them directly for repair of items and replacement only after their team has looked at the item**. **DO NOT RTV THERMREST PRODUCT RETURNS**, encourage customer to contact them directly. This does not come across on their website, so please do not go by the website, their policy on the web, does not apply to us as a store, only to the customer directly. (This is RTV's experience with this company).

**OBVIOUS DEFECT FOUND EARLY ON IN THE STORE WHEN PRODUCT ARRIVES YOU MAY RTV, WE WILL TRY AND GET CREDIT ON THE BASIS THAT WE RECEIVED THE PRODUCT IN BAD CONDITION.**

#### Exceptions

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

#### Warranty Links and/or Additional Information