



RuggedOutdoors

We hope you enjoy your new items from Rugged Outdoors. If you are not completely satisfied with your purchase, you may return it for a prompt refund.

RETURNS: We will gladly accept your unworn/unused product within 30 days from the time of purchase for a refund. Credits will be issued to the original credit card or payment account. Upon receipt, we will process your return/exchange within 7 business days.

EXCHANGES: If you'd like to make an exchange, **we recommend you visit ruggedoutdoors.com and place a new order for your preferred item(s), then return your original purchase.** This will help to expedite your exchange, as quantities may be limited.

Please note that we cannot offer refunds for merchandise returned after the 30-day period.

customerservice@ruggedoutdoors.com 844.266.HIKE (4453) Customer Service Hours: M-F, 9am-5pm CST

MERCHANDISE RETURN POLICY

TO MAKE A RETURN:

1. Carefully fill out the back of this form, making sure to include your order number.
2. Put the following in your return shipping carton:
 - Merchandise to be returned, with its tags and in the original packaging
 - Completed return form
3. Ship the package back to us via an insured, trackable method. Please keep your shipping receipt for reference.

Address the package to:

**Rugged Outdoors
Returns Department
1812 Federal Drive, Suite B
Urbana, IL 61801**



RuggedOutdoors

RuggedOutdoors.com MERCHANDISE RETURN FORM

Carefully complete this form to make a return:

Return Date: _____

1. CUSTOMER INFORMATION *(Required, Please Print)*

Name on Original Order: _____ Order Number: _____

Email Address: _____ Phone Number: _____

2. RETURN MERCHANDISE INFORMATION

ITEM NAME	BRAND	ITEM NUMBER	COLOR/SIZE	REASON CODE

3. ADDITIONAL COMMENTS

REASON CODES:

- 101** Did not fit / wrong size
- 102** Did not like color / style
- 103** Uncomfortable
- 104** Not as described
- 201** Damaged / defective
- 202** Arrived too late
- 203** Other *(please describe)*