



Returns & Exchanges

This policy applies to items you would like to return for a refund or exchange for a different size/style and may vary depending on where you purchased our products.

If you made a purchase from a location other than any site listed at www.thegeargroup.com, the return / exchange policy of the retailer from whom you purchased the product will govern your transaction. Please contact that retailer directly for return instructions. Items purchased from a retailer other than our websites may NOT be returned or exchanged directly through The Gear Group return center.

Please note - any item deemed "used" will be ineligible for return or exchange and returned at your cost. All vests and jackets returned MUST be clean, lint and hair free. If we receive a vest or jacket that does not meet these criteria, we will charge a \$20 cleaning fee. Items carefully cleaned with a sticky lint roller may avoid the cleaning fee. We will not accept any item that has been washed, any such item will be deemed "used" and returned at customers cost.

WE CANNOT REFUND ANY PURCHASES OVER 90 DAYS OLD FOR ANY REASON.

You may return / exchange unused items purchased from any site listed at www.thegeargroup.com within 30 days of original purchase. If you have purchased one of our products from us and would like to exchange that product, download our product return and exchange form from the "Contacts" page of that website and follow the instructions. Any products shipped to The Gear Group that have been lost or damaged in transit will not be the responsibility of The Gear Group. Please note: Shipping fees are non-refundable. Pending inspection and in The Gear Group's sole discretion, a refund or credit may be issued to you for the value of the item, including taxes. If The Gear Group, in its sole discretion, determines that the item has been used or that it has damage other than original manufacturing defects, the item may be returned to you at your cost and no refund provided. Please read the return and exchange form carefully to avoid any unnecessary fees.

Please fill out the second page of this form and sign it and return with your item purchased at our websites. Your refund or exchange may take up to 10 days to fully process as we process returns once weekly. Thanks for your patience.



The Gear Group™ Product Return/Exchange Form

Please print this form, complete it and return it with your item(s). Please print clearly. Questions? Feel free to email us at: contact@thegeargroup.com, or call: 303.221.1511

Step 1

Your Information:

Name: _____

Address: _____

City: _____ State: _____ Postal/Zip Code: _____

Daytime Phone: _____

Shipping Address (if different - not required for refunds)

Name: _____

Address: _____

City: _____ State: _____ Postal/Zip Code: _____

Daytime Phone: _____

Order ID Number: _____ (found in the order confirmation email, or include original packing slip)

Step 2

Please note - any item deemed "used" will be ineligible for return or exchange and returned at your cost. All vests and jackets returned MUST be clean, lint and hair free. If we receive a vest or jacket that does not meet these criteria, we will charge a \$20 cleaning fee. Items carefully cleaned with a sticky lint roller may avoid the cleaning fee. We will not accept any item that has been washed, any such item will be deemed "used" and returned at customers cost.

The product(s) is NEW, UNUSED, and CLEAN; however I would like to exchange the size, design, or style.

Note: We can only accept products purchased from websites listed at www.thegeargroup.com. Please include credit card information below for any upcharges due to exchange for a higher priced product.

The product(s) is NEW, UNUSED, and CLEAN and I would like a refund.

Note: We can only refund products purchased from websites listed at www.thegeargroup.com, within 30 days. If we elect to accept the return after 30 days, there will be a \$15 restocking fee. Original shipping fee will not be refunded. WE ARE NOT ABLE TO REFUND ANY RETURNS AFTER 90 DAYS OF ORIGINAL PURCHASE DATE. RETURNS RECEIVED WILL BE RETURNED TO CUSTOMER AT THEIR EXPENSE.

Original purchase date _____ Reason for Return: _____

I received an incorrect product in my order.

Note: We will send out a pre-paid postage label for the return of the incorrect product. Please contact customer service for immediate assistance and further information at: 1-888-258-5610 or email: contact@thegeargroup.com.

The product(s) has a manufacturing defect and I would like it replaced.

Note: We will provide a replacement in the same size/model and we will send out a pre-paid postage label for the return of the defective product.

Exchanges Only: What are you returning?				What would you like instead?		
Item:	Style/Color	Size:	Reason for return:	Item:	Style/Color	Size:
<i>Backpack</i>	<i>RetroStripe Red</i>	<i>N/A</i>	<i>would prefer other color/style</i>	<i>Backpack</i>	<i>CenterStripe Blue</i>	<i>N/A</i>

Step 3

Credit Card Information:

We do not keep credit card information on file. For this reason, we require your credit card information to process refunds and charges. Items are shipped when payment is received. For fastest processing, we recommend including your information below.

Visa, MC, Discover, or AMEX number: _____ Expiration Date: _____

Name, address, & zip of card holder: _____

Step 4

Please send your return or exchange to our office at the following address:

The Gear Group - Returns/Exchanges
1500 W. Hampden Ave, Suite 5G
Sheridan, CO 80110

Please return the item in the original box or a package of sufficient size to accommodate the item. Please don't roll or forcefully stuff the item in a tiny package, this results in damage to the product which may result in only a partial refund. Please include the original packing slip with your return or exchange, if at all possible. Thank you.

By signing, I acknowledge that I have read and understand all requirements outlined in this return form. If all parts/pieces originally received with the item are not enclosed with the return, I understand I will be charged for these missing items. If I have not sufficiently cleaned the item, I understand that I will be charged a \$15 cleaning fee. If the item is more than 90 days old I authorize you to ship the item back to me at my cost.

Signature - *required* _____

Printed Name - *required* _____

Date - *required* _____