

CARE INSTRUCTIONS:

The Mountain® apparel is hand-dyed and may initially bleed color. When washing your apparel for the first few times, we recommend washing separately in cold water. It's safe to use regular detergent, just make sure to avoid chlorine bleach. Tumble dry low.

RETURNS POLICY

USA RETURNS: We hope you love what you've ordered, but if there's an issue or you're not 100% satisfied, you may return your items for a refund or an exchange.

- Returns are accepted up to 30 days after delivery date for a full refund of merchandise. Original shipping charges are non-refundable. Refunds are issued to the original form of payment.
- Merchandise cannot be returned if washed or worn. Any returned products showing signs of wash or wear will not be refunded and will be donated to a local charity.
- All sales are Final on Clearance Items.
- Please allow 3-4 weeks to process your return/exchange.
- If return is a result of our error, contact us toll free at 1-877-686-8337 (**M-F 8:00am – 5:00 pm EST**) or email us at retail@themountain.com within 3 business days of receiving your order.

INTERNATIONAL RETURNS: All sales are final.

RETURNS INSTRUCTIONS (USA Only)

- 1.) Fill out the Return/Exchange form below. Please retain a copy of this invoice for your records.
- 2.) Send back the merchandise, including a copy of this invoice, to:

Mountain Retail Returns
PO Box 686
Keene, NH 03431

*Customer is responsible for return shipping costs. We are not responsible for lost or damaged packages. We advise selecting a method with tracking.

ORDER NUMBER: _____ I'm returning this order for: A Refund Store Credit An Exchange

RETURNS FORM

List items you are returning below (Attach an additional sheet if returning more items).

SKU	Item Description	Size	Quantity	Reason For Return

EXCHANGE FORM

List new items you would like below. We'll ship your new items for **FREE** via Standard Ground Shipping (USA Only). Please include credit card info if new items are more expensive (**larger sizes and different body styles may cost more, please reference our website**).

SKU	Item Description	Size	Quantity	Price

PAYMENT: Credit Card PayPal (Provide your email and we'll send you an invoice)

Credit Card #: _____ CCV #: _____ Expiration: _____

Name On Card: _____ Email Address connected to PayPal account: _____