



www.blackdiamondsports.com

Returns & Exchange Instructions

Thank you for purchasing from Black Diamond Sports. We appreciate your business and know there are other companies out there to choose from. We strive to give the best customer service in the industry. We want you to be fully satisfied with every item purchased from Black Diamond Sports! Upon receiving your order, please review your invoice carefully to insure you have received your entire order and all items are what you ordered. If you did not receive items you were invoiced for or your package was damaged during shipping please contact Black Diamond Sports immediately. If you have any questions or concerns do not hesitate to call our customer service department toll free at 1-877 BDS SKATE (1.877.237.7528) or email info@blackdiamondsports.com

Any item(s) returned that are unable to be sold again as new, will be RETURNED TO THE CUSTOMER. This includes (but is not limited to) items that are dirty, have been used, are worn, washed, scuffed, torn, stink, or have damaged or no packaging. **Please use the box that shoes or skates shipped in to return. Do not place any shipping labels or tape directly on shoe or skate boxes.**

We will exchange or return unworn, unused, or unwashed products in their original condition and original packaging within 30 days of the date of purchase. All exchanges must be accompanied by their original receipt.

Boots and frames may not be mounted or molded under any circumstances for exchange or return.

If we have shipped you the wrong item or the wrong size, we will be happy to exchange the item for the correct item and we will absorb all shipping fees. If you made a mistake in ordering and would like to exchange the item for what you really want, no problem, however you will be responsible for all subsequent shipping fees.

Customized orders may NOT be returned or exchanged (skates, skateboards, Longboards, etc...)

If you are returning equipment that initially had free shipping the initial shipping charge will be deducted from the amount credited back to you.

If you have any questions regarding the return or exchange process please contact us at: refunds_exchanges@blackdiamondsports.com

If wishing to return or exchange a product that you purchased, please follow the instructions listed below:

1. Complete the return form on the bottom of this page. To exchange a product, please list the items you are requesting.
2. Return your product in original packaging. Properly tape or seal package for shipment. Please include a copy of original invoice.

Address package to:

BDS Returns & Exchanges
162 University Ave
Palo Alto, CA 94301

3. It is recommended you use an insured UPS or FedEx shipping option. We cannot accept responsibility for uninsured packages returned through the U.S. Postal Service.

Allow 1-3 business days to process your return.

Return Form

To enable us to improve the quality of the products and services we offer, please indicate your reason(s) for the return using the return codes provided

Return Codes		
Size / Fit	Preference / Choice	Service / Quality
TB Too Big / Long	WO Ordered Wrong Item	WI Wrong Item Shipped
TS Too Small / Short	CM Changed Mind	WD Item not as described or pictured
		DQ Defective or Damaged

Items to be Returned				Items Requested for Exchange				
Return Code	Product Name	Color	Size	Qty	Product Name	Color Preference		Size
						#1	#2	

Account Information _____ **Original Invoice Number** _____

Return Shipping Method: Ground 2 Day Other _____
** Shipping charges will be added to your order

Action Step Requested: Exchange Store Credit Refund Original Credit Card

If we are unable to supply the items you are requesting in exchange, we should:

- Backorder the merchandise
- Contact you by phone
- Contact you by email

Daytime Phone: _____ Email Address: _____