

RETURN & EXCHANGE FORM

We strive to make every customer experience the best possible.

*If you have any questions about our return process, please contact customer service at
run@ultimatedirection.com or call 1.800.426.7229. (M-F 8am - 4pm MST)*

RETURNS

Ultimate Direction® will honor returns for orders placed on our website (excluding items noted as “final sale” or items received as a gifting promotion) within 30 days of the original purchase date for a full refund. To be eligible, items must be returned in brand new unused condition, with all original product packaging (including tags), and any safety seals unbroken.

Original order shipping charges will not be refunded.

The cost of any return shipping is the responsibility of the customer.

Gift returns will be refunded to the original purchaser. We apologize for any inconvenience this may cause. Ultimate Direction® is not responsible for your return until it is received at our distribution center. We recommend that you provide a tracking number to us for reference.

If you receive an item other than what you ordered, or if the item appears to be defective, damaged or missing please reach out to customer service directly at run@ultimatedirection.com or call us at 1.800.426.7229 and we will be happy to assist you.

EXCHANGES

If you need a different size, color, or product please return your item(s) for a refund and place a new order at your convenience. We process refunds within 1-2 weeks upon receipt of your return. Placing a new order before receiving your refund ensures that you will get your new item quickly, while the item is still in stock.

REFUNDS

You will see your refund within 1-2 weeks from the date we receive your return. If items are not returned in new, unused condition with all original product packaging including tags, they will be returned to you with no refund.

RETURN PROCESS

1. Fill out this slip, detach, and put inside the box. Your SO # can be found on the packing slip in the far right column.
2. Write your SO number with a permanent marker on the outside of the box.
3. Send your return to:

ULTIMATE DIRECTION RETURNS
9460 N Virginia St.
Suite A
Reno, NV 89506

Be sure to keep a record of your tracking number.

Detach and put slip inside return box

Name *(on original order)* _____

SO # _____

Reason for return *(please check all that apply)*

- | | | |
|---|---|---|
| <input type="checkbox"/> Too Big | <input type="checkbox"/> Too Small | <input type="checkbox"/> Ordered Wrong Item |
| <input type="checkbox"/> Not What I Expected
<i>(please explain below)</i> | <input type="checkbox"/> Damaged/Incorrect Item | <input type="checkbox"/> Other
<i>(please explain below)</i> |

Comments _____

