



FAIRHEAD
BOULDERING

Returns and Refund Policy

We want you to be happy with your products! But if something isn't quite right, here's how returns and refunds work:

Returns & Refunds

- **Eligibility:** You can request a refund or exchange within 30 days of receiving your order.
- **Condition:** Items must be unused, unwashed, and in their original packaging to qualify for a return.
- **Refund Process:** Refunds will be issued only after we receive the returned items in acceptable condition.

Return Shipping

- Customers are responsible for return postage costs.
- We recommend using a tracked service to ensure the return reaches us safely.

Defective or Damaged Items

- If your order arrives damaged or defective, send us a photo at [your contact email], and we'll sort it out ASAP.

How to Request a Refund

1. Email us at fairheadboulderingguide@gmail.com from your contact email with your order number and reason for return.
2. We'll review your request and provide return instructions.
3. Once we receive the item, we'll process your refund or send a replacement.

Exceptions

- Custom or limited-edition items may not be eligible for returns unless defective.
- Shipping costs are non-refundable.