



# RETURN/EXCHANGE/REPAIR FORM

Please complete and enclose this form with your return, exchange, or repair. If you are in need of assistance, call us at 1.888.847.0770. For security reasons, do not email the completed form if it contains credit card information.

**Contact Information:**

Name \_\_\_\_\_ Member Number \_\_\_\_\_ Order Number \_\_\_\_\_

Original Purchaser's Name and Member Number \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Location of purchase  mec.ca  Phone  MEC store \_\_\_\_\_

Action Required:  Refund  Exchange  Repair

If there is a price difference for the exchange item(s), a repair charge, or if you would like a refund, please provide details below.

Note: Purchases originally paid for by Credit Card can only be refunded to the Credit Card used in the original purchase or by Gift Card. Purchases made by Debit Card can only be refunded by Cheque or Gift Card. Purchases made by Gift Card will be refunded to a Gift Card.

Original Payment Method:  Visa  Master Card  Gift Card  Debit/Cheque/Cash

Card Number \_\_\_\_\_ Expiry \_\_\_\_ / \_\_\_\_ Cardholder Name \_\_\_\_\_

Refund to:  Credit Card  Gift Card  Cheque

**Reason for the Return/Exchange:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What items would you like in exchange?**

Qty	Product Number	1st Colour Choice	2nd Colour Choice	Back order?	Description	Price

**Repair:**

Repairs may be completed in-house, or, if necessary, will be sent to a local repair shop (please allow up to a month for processing). A repair fee may be applied to non-warranty items.

**Please specify the repair issue:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Send all items for evaluation to:** MEC Service Centre, 130 West Broadway, Vancouver, BC, Canada, V5Y 1P3

For items being sent within Canada, we highly recommend that you send the parcel back by prepaid and insured Canada Post. Packages must be returned to the Vancouver Service Centre. Parcels returned via Freight Collect or Courier will be refused. US and international parcels, add "Canadian Goods Returning" to the address.

For International exchange/repair orders, a standard freight fee will be applied.



Like many retailers, we guarantee our products; if an item hasn't met your expectations, you can bring it back. Unlike most retailers, we also guarantee the product selection advice offered through our website and staff; if an item you've purchased based on this advice turns out to be unsuitable, you can bring it back. In either case, simply return the item for exchange, refund, repair, or credit.