

# RETURN/EXCHANGE/REPAIR FORM



Please complete and enclose this form with your return, exchange, or repair.

**For assistance, call 1.888.847.0770 or email [info@mec.ca](mailto:info@mec.ca).**

For security, please don't include credit card information on this form.

## Contact Information

Name Member number Order number

Original purchaser's name and member number

Address

Phone number Email

How purchase was made  [mec.ca](http://mec.ca)  Phone  MEC store \_\_\_\_\_

Action required  Refund  Exchange  Repair \_\_\_\_\_

If you are requesting a repair or have a warranty issue, please call or email our Service Centre.

If there is a price difference for the exchange item(s) or a repair or freight charge, we will contact you by phone or by email.

**Note:** Purchases originally paid for by credit card can only be refunded to the original credit card 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.

## Reason for the Return/Exchange/Repair

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## What items are you returning?

Product number	Description	Size	Quantity

## What items would you like in exchange?

Qty	Product number	Size	1st colour choice	2nd colour choice	Backorder? Y/N	Description	Price

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

For items being sent within Canada, please 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.

For US and international parcels, add "Canadian Goods Returning" to the address.

For international exchange/repair items, a standard freight fee will be applied.

Repairs may be completed in-house or sent to a local repair shop (please allow up to a month for processing).

A repair fee may be applied to non-warranty items.



Inspired gear, informed advice – guaranteed. We guarantee the gear we sell and the product selection advice we give. If an item hasn't met your expectations, you can bring it back for an exchange, refund, repair, or credit.