

ABC Outdoors Product Return Policy

At ABC Outdoors, we are committed to providing you with high-quality outdoor hiking gear and exceptional customer service. We understand that sometimes situations change, and you may need to return a product. To ensure a smooth and hassle-free return process, we have outlined our return policy below.

General Return Guidelines:

- All products, except perishables, can be returned within 30 days from the date of purchase.
- To be eligible for a return, the product must be in its original condition, including all packaging, tags, and accessories.

Exceptions to Return Eligibility:

- Perishable items, such as food and consumables, cannot be returned due to their nature.
- Hiking Shoes and Boots used on muddy trails cannot be returned. We recommend thoroughly testing your footwear before embarking on such adventures.

Returns After 30 Days and Up to 90 Days:

- Products returned after 30 days but before 90 days will be subject to a 30% restocking fee based on the original purchase price.
- The restocking fee helps cover the cost of processing and inspecting returned items.

Return Process:

- To initiate a return, please contact our customer service team within the designated return window. You can reach us via phone or email.
- Our customer service team will provide you with a Return Merchandise Authorization (RMA) number and instructions for sending the product back.
- Please securely package the item to prevent damage during transit and include the RMA number on the outside of the package.
- Once we receive the returned product, our team will inspect it to ensure it meets the return criteria.

Refund and Exchange:

- If the returned product meets our return criteria, you will have the option to receive a refund or exchange.
- Refunds will be processed using the original payment method within 5 business days of receiving the returned item.
- Exchanges for a different size, color, or similar item are subject to availability. If the requested item is unavailable, we will issue a refund.

Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us within 48 hours of receiving the product. We will work to resolve the issue promptly.

Final Note:

- ABC Outdoors reserves the right to refuse a return if the product does not meet our return policy criteria or is determined to be in unsellable condition.
- Shipping and handling charges are non-refundable.

We appreciate your understanding of our return policy, designed to ensure fairness and transparency for both our customers and our business. If you have any questions or concerns, please do not hesitate to reach out to our customer service team. We are here to assist you in making your outdoor adventures memorable and enjoyable.

Sincerely,
ABC Outdoors