# Product Review

**Product:** Mountain Series Helmet

**Date:** 2023-11-02

**Customer Review**

The size chart is completely off and unreliable - ordered my usual medium following their measurements precisely, but the garment arrived dramatically undersized, feeling more like an extra small across the shoulders and chest. After carefully measuring the actual product against their published size chart, there were significant discrepancies of up to 2 inches in critical areas. This kind of size misrepresentation is particularly frustrating when ordering technical gear that needs to fit properly for optimal performance.

The return process proved to be an exercise in patience and frustration. Their online return portal was glitchy, often timing out mid-process, and required multiple attempts just to generate a return label. Customer service took over a week to respond to my initial inquiry about the sizing issue, only to provide generic responses that didn't address my specific questions about the measurement discrepancies. When they finally authorized the return, they initially insisted I pay for return shipping despite the sizing error being entirely on their end. It took several more emails and escalation to a supervisor to get the return shipping covered.

The features of the garment admittedly look impressive on paper - the articulated panels, reinforced wear points, and ventilation systems all suggest thoughtful design. The materials appear to be high quality, with robust zippers and clean stitching throughout. However, I unfortunately can't comment on actual performance or durability since I couldn't even wear it properly due to the severe sizing issues. It's particularly disappointing because this piece clearly had potential, but the combination of inaccurate sizing information and poor customer service made the whole experience unnecessarily complicated and time-consuming. For a brand that positions itself in the premium segment of the market, this level of sizing inconsistency and customer support is unacceptable.