

Montbell JAPAN

Return & Exchange Form

- 1. This service is only available for products that were purchased from Montbell JAPAN.
- 2. Returns MUST be accompanied by a copy of your Receipt:
Packing List for domestic orders.
Invoice for international orders.
- 3. Identify the products you are returning* on the Packing List or Invoice.
- 4. Please provide any reasons for your return.
- 5. Enclose the completed form and send with unused product(s) to:

Return and Exchange Department
Montbell JAPAN
2-2-2 Shinmachi, Nishi-ku,
Osaka 550-0013

Reasons for Return (feedback is crucial when updating products)

Please issue full refund:

Your refund, excluding shipping cost, will be posted to the credit card used in the original transaction.
*Factory Outlet purchases can be exchanged for product(s) of equal or greater value but cannot be returned for refund.

Please exchange the enclosed items for the following products.

Style#	Description	Color	Size	QTY	JPY

Credit Card information is needed ONLY if you wish to exchange your original purchase for item(s) of greater value.

MasterCard Visa American Express JCB Diners

Card # _____ Exp Date: _____ CVN: _____

Name on card: _____ Signature: _____

Billing Address: _____

Shipping Address: _____

Montbell JAPAN Return Policy:

Montbell is proud of the products we produce, if, for any reason, you decide that the product(s) you ordered does not fit or is not exactly what you desire, we will take it back as a return or exchange. This clause excludes returned items that have been damaged, washed, or worn. All items will be accepted at Montbell's discretion. Customers residing in Japan, please return items to us in a salable condition within 7 days of Packing List date. Customers residing outside of Japan, please return items to us in a salable condition within 60 days of Invoice date.

Use a prepaid and traceable form of shipping; "Collect On Delivery" returns will not be accepted.
Pack and seal your return securely, in the original box if possible, and include a completed return form and a receipt (Packing list or Invoice).
If you do not have the original purchase documentation, or if you have any questions regarding the return process, please contact Montbell JAPAN's Customer Service.

Returns and exchanges with complete documentation will receive priority. Your refund will be posted to the credit card used for the original transaction. Returns may require up to 21 business days to process; therefore, it may take one or more billing cycle for the credit to appear on your statement.

*Purchases made via Alipay CANNOT be exchanged. Refund Only.

Please note that shipping charges for products returned are not refundable. Montbell JAPAN is not responsible for returns lost while in transit. We suggest that you consider insuring each item, and shipping your package via a courier with tracking capabilities.

If you have questions or require assistance, please contact Montbell JAPAN's Online Shopping team, shopping@montbell.com.

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