

RETURNS INFORMATION (Online Purchases only)

We hope you're happy with your purchase from Adapt Outdoors. However, if you wish to return an item due to it being unsuitable or if you've changed your mind, we offer refunds under the following conditions:

- The item must be returned within 28 days of purchase.
- It must be unused, in original condition, and in its original packaging (including tags, labels, and boxes).
- Please include the completed Returns Note that was included in your parcel or add a note with your order details (name, address, order number, and reason for return).

For non-faulty items there is no need to contact us by email or telephone.

Refunds:

We aim to process refunds within 2 weeks of receiving an item. Once processed it can take 3-5 business days for the money to reappear in your account.

Exchanges:

If you'd like to exchange an item for a different size, colour, or style, please place a new order for the replacement item. You can then return the unwanted goods for a refund. This is the fastest way to get the item you need.

Klarna orders cannot be exchanged.

Return Shipping:

Returned items are your responsibility until they reach us. For your peace of mind, we recommend using a tracked and insured service. Return shipping costs are the responsibility of the customer unless the item is faulty.

- *Please do not return Faulty Items until receiving confirmation to do so.*
- *Please package footwear properly for return. Items with damaged shoeboxes will not be accepted for return.*

To make returns easier, you can use our online returns portal. A fee of £3.95 will be deducted from your refund when using this service. *When using the portal please check the tracking and contact us if you have not received your refund with 10 days.*

In-store Returns:

You can return online purchases at our Liverpool store at 10 Williamson Street, L1 1EB. Bring your sales invoice (either emailed or included in the package) for faster processing. Refunds will be issued separately by our Customer Support Team.

Faulty Items:

If your item is faulty and still under warranty, please fill in the following form; available online or via email. Provide your order number, contact details, and a description of the fault, along with photos or other evidence.

If needed, we may send the item to the supplier or an independent testing service, which may take up to four weeks.

We cannot process warranty claims before inspection. If deemed faulty, we will offer a resolution, which may include a refund, replacement, or repair.

Health and Safety & Exemptions:

To ensure safety, all returned items must be clean, dry, and free from dirt. Unclean items will be returned to you. For health and safety reasons, certain items are non-returnable unless in their original, unused condition:

Personal Protective Equipment (PPE), such as face masks and climbing gear, Food products, Socks and underwear (must be unworn and in original packaging)

REASON FOR RETURN

- Goods are not suitable
- I changed my mind
- Goods Damaged or Faulty (Please specify)
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- Other (Please specify)
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