

MOUNTAIN TRAX Returns Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, nutrition, drinks, cannot be returned. We also do not accept products that are intimate goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items

- Gift Vouchers
- Some health and personal care items

To complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

- Any item with obvious signs of use.
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

Refunds (if applicable)

Please contact the store first if you have an issue. Email: paul@mountain-trax.com

Once your return is received and inspected, we will contact you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank/PayPal/other account again. Then contact your card issuing company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at paul@mountain-trax.com

Sale items (if applicable)

Only regular retail priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged and we have stock available to do so. If you need to exchange it for the same item, send us an email at paul@mountain-trax.com and send your item to:

- Mountain Trax Returns, 1 Barkham Grange, Barkham Street, Barkham, Berkshire, RG40 4PJ, United Kingdom.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he/she will find out about your return.

Return Shipping

To return your product, you should mail your product to:

- Mountain Trax Returns, 1 Barkham Grange, Barkham Street, Barkham, Berkshire, RG40 4PJ, United Kingdom.

You may prefer to use a Signed For or Tracked service.

You will be responsible for paying your own carriage costs for returning the item. The return carriage will not be refunded, with the exception of faulty or incorrectly sent goods.