

# Thank you for your purchase from Cross Country Ski Headquarters!

## We hope you love what you ordered, but if you don't...

Sometimes things just don't fit quite right, or the equipment you selected isn't exactly what you expected. If for any reason you are not happy with what you received, please send it back to us for an exchange or refund.

*All returned or exchange items must be shipped back within 14 days of receipt, with tags and with no visible use. Any returned items received outside of 14 days are subject to manager's approval and a 20% restocking fee. Any visible use will be deducted from the refund value upon management's discretion.*

**Exchanges:** Customers are responsible for return shipping back to us. XC Ski HQ is responsible for shipping of the replacement product back to you. XC Ski HQ must receive returned product before shipment of replacement product. If a customer wants a replacement item shipped to them before XC SKI HQ receives the original product, the exchange will be treated like a new order, and the customer will responsible for applicable shipping charges.

**Refunds:** You will be refunded the purchase price, less shipping costs. (For purchases with "Free Shipping", the following shipping costs will be deducted from purchase price: \$35 for oversized purchases {skis, poles}, \$15 for boots, \$10 for clothing.)

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### Please include this form in your return package:

Customer's Name on Original Order: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Exchange

Refund

Exchange for size: \_\_\_\_\_

Call me to discuss options

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Ship all return and exchange items to:

**CROSS COUNTRY SKI HEADQUARTERS  
9435 N. CUT ROAD  
ROSCOMMON, MI 48653**