



YORKSHIRE CLIMBING COMPANY LIMITED

Company #: 06619685

173 Richardshaw Lane

Pudsey

Leeds, West Yorkshire

LS28 6AA

shop@theclimbingdepot.com

RETAIL TERMS OF SERVICE & RETURNS POLICY

CARD PURCHASES

We accept Visa & Mastercard.

We use WorldPay to process all payments made via our webshop. Worldpay uses certified encryption, which safeguards your personal information. We do not store or have access to your credit/debit card details.

RETURNS POLICY

UK customers can return non-faulty items within 28 days of receipt for a refund or replacement (this begins the day after you receive the goods), provided that they are (in our opinion) complete with their original packaging and unused new condition. To do this in-store, you must have proof of purchase, your order confirmation, delivery note, E-receipt or itemised till receipt will be required. If you do not have this please contact Shop@theclimbingdepot.com to get another copy of your receipt emailed to you. To do this online, please see below.

All items must be clearly unused and with their original tags and packaging. Footwear must be free from chalk contamination and show no signs that they have been used. We will not refund any special order items that we do not usually stock. Skincare and chalk must be unopened, and the seals still intact. Unless there is a fault, we do not accept the return of Books or DVDs to prevent copying of information.

There are restrictions on the return of PPE and Safety goods if they are bought in-store. This is for safety and hygiene reasons. Facemasks, Helmets, Softgoods, Harnesses and Metalwork for climbing, including slings, ropes, quickdraws, carabiners, and trad climbing protection are unable to be returned once they have left the building. However, these can be returned online in accordance with the distance selling laws.



CANCELLING OR RETURNING YOUR ONLINE ORDER

You have the right to cancel your online order within 14 days of receipt and return it to us unused. You will be required to cover the cost of returning the item.

We aim to refund you within 14 days of receiving the returned item. We will refund the cost of goods plus our standard postage fee when postage was paid in the original order.

If you wish to return an item, please follow the guidance on the slip provided with your parcel. Please fill out the online form and send it back to us. This form will let us know whether you wish to exchange or refund for the items. Please be aware that in the case of an exchange, the items will only be sent once the original is safely received by us. We also cannot guarantee the size or colour change you require is available at the time of exchange. If it is not available, we will issue a full refund for the item as if it has been returned to us.

FAULTY GOODS

Faulty goods can be replaced at any time. However, the final decision on whether the item will be replaced rests with the manufacturer, and it is worth noting that this can take a significant amount of time, especially if the item needs to be shipped overseas. Pop in the store to speak to a staff member or contact us first by emailing shop@theclimbingdepot.com. If contacting us by email, please include photographs and proof of purchase, and our shop team will get back to you as soon as possible.

On all returned items, the customer must ensure that the items are clean. We will not send dirty items back to the manufacturer. If we are unable to send it to the manufacturer, you will be required to cover the cost of the item being returned to you.

SALE & CLEARANCE ITEMS

We do not accept returns or give refunds on any Sale or Clearance Items purchased in-store. Credit or exchange will be given in this instance.

Sale items purchased online can be returned within 28 days of receipt for a refund or replacement, provided that they are (in our opinion) complete with their packaging and in new condition.

BUYING SOMEONE A GIFT? PLEASE READ.

We've extended the Return periods to help you find that perfect gift!

All full-price items that would qualify for a return (in line with our standard returns policy) and were purchased in-store or online from October 1st 2023, are able to be returned for an exchange to account credit between December 26th and January 31st. We know when buying a gift, sometimes you need to



change the size or colour, and that's okay, so we are extending our returns times to allow you to make sure you can have a stress-free Christmas and exchange if it isn't quite right!

In order to process this, we will need one of the following: the original receipt, e-receipt, online order confirmation or delivery note. Please note that if the person returning is not the original purchaser, we cannot refund it as it wouldn't be to the original card. We will exchange for any other product to the same or above value, asking for the difference to be paid. If the exchange is below the difference will be added as credit to that customer's account.

Gift vouchers also purchased between October 1st and December 26th will also enjoy an extension on their dates and will be able to be used in-store up until the 30th of June 2024.

DELIVERY INFORMATION

Free Delivery on orders of just paper gift vouchers or orders over the value of £75.

We ship our products with DPD. Your products are packed in responsibly sourced DPD bags and collected from us at regular intervals, Monday to Friday. We aim to have your products with you within 14 days of ordering. If you are outside of this window and have not received your products or up-to-date tracking information, please email – Shop@theclimbingdpeot.com

We aim for our packaging to be recyclable, and our DPD bags are made from 80% recycled plastic. You can find out more about our carbon-responsible delivery service by visiting dpdlocal.co.uk.

We apologise for the inconvenience, but at the moment we do not ship outside of the UK.

Please note orders for just paper gift vouchers are sent out via Royal Mail 48-hour tracked service and can take up to 14 days to get to you.