



Northern Beaches Rockhouse Returns Policy

Thank you for shopping in our Pro Gear Shop! Exchanges, credits or refunds on items purchased in our Pro Gear Shop are accepted up to **60 days after purchase date, as long as the following terms and conditions are met:**

- **Proof of purchase** is provided via receipt
- **Item must be in new condition**, undamaged, unused and in original packaging with tags attached
- **Items for return cannot be anything considered Safety Gear.** Safety Gear includes any Harnesses, Ropes, Cords, Slings, Carabiners, Bolt Plates, Belay Devices, Assisted Braking Devices, Protection, Quickdraws or Helmets.
- **Items cannot not be Sale Items/on clearance**

Manufacturer Defects - This policy is void if the item is proven to be immediately defective as a result of a manufacturer defect and is covered by manufacturer's warranty. Concerns about defects on newly purchased items should be brought to the immediate attention of NBRH staff.