

The Castle Shop Returns Policy

Issue 1.1 (January 2013)



We stand behind the products that we've selected for sale in The Castle Shop. We'll try and get you the right product the first time around, but if you're not happy with your purchase let us know. Bring the faulty, unwanted or unloved item back within 28 days with your receipt and we'll refund or exchange it – no quibbles.

There are a few (obvious) limitations to this:

- Clothing must be unworn and unsoiled
- DVDs should be in their original packaging with the seal unbroken
- Footwear must not have any signs of wear

We recommend that when you purchase a new pair of climbing shoes you wear them at home to get a feel for whether it's the right size and fit before wearing them at the wall.

If you believe that something is faulty ((damaged/broken for reasons other than normal wear & tear) bring it in to the shop with a detailed usage history. We'll inspect it and if we agree that it's a defect we'll send it back to the manufacturer to get a replacement product. We may replace the product from our stock or await confirmation from the manufacturer that they will replace the product. In any case, we'll keep you informed of what's happening.

If you are returning items to us by post please use recorded delivery and keep hold of your tracking code in case it disappears. We are not responsible for items sent by post and we will not refund postage costs.

If you have any questions call us on 020 8211 1080 or email shop@castle-climbing.co.uk

Address: The Castle Shop, The Castle, Green Lanes London N4 2HA