

# REFUND & RETURNS POLICY



At Urban Jungle Indoor Rock Climbing we make every effort to ensure our products and services are of the highest quality and developed with best practice in mind. Our quality control procedures aim to ensure that all our products & services available for purchase match the description on the package.

Note: Please choose carefully before making your purchase as we do not refund if you simply change your mind, have made an incorrect choice or have caused or contributed to the product being faulty or damaged.

However, if for any reason you are not completely satisfied with the quality of the product or service you have purchased, please let us know as soon as possible and we will endeavour to resolve the issue in a timely manner and if you are still not satisfied, the following options are available.

## CLIMBING

Please be sure of your decision before paying as we do not provide refunds if you change your mind in relation to wanting to participate in climbing activities.

## SHOES

If the shoes you have hired do not provide the desired fit, we will be happy to swap sizes for you.

## SAFETY EQUIPMENT

Due to the fact that we are unable to tell if safety equipment has been used and fallen in, we cannot provide a refund, exchange or credit note on these items under any circumstance.

## PRO SHOP

You are entitled to a refund, exchange or credit note if the item you have purchased from the Pro Shop:

- Is faulty or damaged prior to use;
- Is not what you requested;
- Does not do what it is advertised to;
- Does not match the sample shown to you; or
- Is significantly different to what was described to you.

Refund claims must be received within 7 day of purchase (please retain your receipt as proof of purchase).

**\*Items which are not faulty or damaged must be returned unused and in their original, unopened packaging. Items which have been used or opened are not entitled to a refund.**

If you have any questions regarding any of our products or services, please feel free to email our team [admin@urbanjungleirc.com](mailto:admin@urbanjungleirc.com) and one of our team members will contact you as soon as possible.