



Returns & Refunds

You may return most new, unused items sold by the 2010 Arctic Winter Games Online Store for a full refund within 30 days of delivery. We'll also pay the return shipping costs if the return is a result of our error (example: you received an incorrect or defective item).

You should expect to receive your refund within four weeks of shipping your package; however, in many cases you will receive a refund sooner. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days) and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you, via e-mail, of your refund once we've received and processed the returned item. Please note that it might take longer for products that are being returned from outside Canada and the US.

Refund Policy

Refunds will be issued for the following items at the discretion of the 2010 Arctic Winter Games:

- Refunds will be made on merchandise that is damaged due to manufactures defect.

All credit card refunds will be placed on the credit card used in purchasing the item(s).

Return Policy

Items that are not returnable:

The 2010 Arctic Winter Games does not accept returns of the following items:

- Any merchandise sent back to the 2010 Arctic Winter Games Store 30 days or more after the date of purchase.
- Items that have been laundered or altered in any way.

If you need to return an item, please call the 2010 Arctic Winter Games Store at 1.780.538.4777. Customers located outside North America should call us at (001) 780.538.4777.



All returns should be shipped, via insured mail, to:

2010 Arctic Winter Games

ATTN: Online Returns

Suite 3010 #3, 9899 112 Ave

Grande Prairie, AB T8V 7T2

Please note that it takes us 3 to 5 business days to process returns once they arrive at our warehouse.

Exchanges

Exchanges will be issued for the following items at the discretion of the 2010 Arctic Winter Games:

- Goods will be exchanged unless the garment has been washed and/or abused.

All credit card refunds will be placed on the credit card used in purchasing the item(s).

If you received an item and need to exchange it, either for the same or different item, please contact the Games office at 1.780.538.4777 to request a replacement. If you are calling from outside North America, please dial (001) 780.538.4777.

All exchanges should be shipped, via insured mail, to:

2010 Arctic Winter Games

ATTN: Online Exchanges

Suite 3010 #3, 9899 112 Ave

Grande Prairie, AB T8V 7T2

Please note that it takes us 3 to 5 business days to process exchanges once they arrive at our warehouse.