



## Return Policy

At Rollerblade, we offer free returns and exchanges, if something doesn't work out, simply send it back! To print your free return label please click [Rollerblade UPS Return Label Portal](#)

We want you to be completely satisfied with your purchase. Items can be returned at any point, new or used, within 90 days from the original invoice date.

- To exchange or receive a refund for the **full value** of your purchase, products must be returned in **new**, store-bought condition within 90 days from the original invoice date. This means they have not been used outside or show any signs or use.
- Products returned in **used or worn** condition within 90 days from the original invoice date are eligible for store credit **ONLY** minus a 10% restocking fee.
- Please note that while we want you to be happy with your purchases, an excessive number of used returns may limit your eligibility to return used items.
- **Original shipping charges are non-refundable.**

You can expect a full refund to your credit card 7 to 14 days of our receiving your return. It may take up to 30 days to be visible on your credit card statement.

*Save that box! Reusing original packaging helps maintain the quality of the return item(s) and saves material.*



## Exchange Policy

If you need a different size, color or product you may return your item(s) for a full refund and place a new order. Placing a new order now will expedite the arrival of your new item and to ensure it won't go out of stock. Refunds will be processed as soon as we receive your return. **Return shipping is FREE.**

### 1. Locate the Packing Slip

Find and complete the return on the packing slip that came with your order. We require proof of purchase to honor a refund or exchange. If you need assistance locating your order number, please contact us 866-734-5708 or email us at [consumerservicesusa@rollerblade.com](mailto:consumerservicesusa@rollerblade.com)

### 2. Prepare Your Package

Please use the original cardboard box we shipped your product in to send it back to us. Remove all old UPS shipping labels.

### 3. Attach Shipping Label

Create your UPS return label on [Rollerblade UPS Return Label Portal](#)

Send package without shipping label

### 4. Ship Your Package

Take your package to a UPS drop box, store or driver. [Find a UPS location.](#)

Any questions or issues please call us at 1-866-734-5708 or email us at [consumerservicesusa@rollerblade.com](mailto:consumerservicesusa@rollerblade.com)