



## Return Policy

If you are not 100% satisfied with one of our products purchased directly from Rollerblade.com, you may return it within 90 days of purchase for a refund with your receipt. Please note, if you purchased one of our products from any other retailer, your purchase is subject to that retailer's return policy.

Any products returned more than 90 days after the purchase date may be subject to shipping and / or restocking charges and / or denied. To receive full product credit, the product must be in NEW condition with the original packaging, and no tags removed. Original shipping cost will not be refunded.

- After one year, we will consider any items for return that are defective due to materials or craftsmanship (see our warranty policy for what is covered).
- We require proof of purchase (physical or electronic receipt) to honor a refund or exchange.

A \$7 shipping charge will be collected if you use the UPS shipping label Rollerblade offers in the portal. You can expect a notification of a refund to your credit card 7 to 14 days after we receive 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 ensure it won't go out of stock. Refunds will be processed as soon as we receive your return. **Return shipping is \$7 per package.**

### 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)