

# Montbell Euro Return & Exchange Form (Web or Phone Order)

- 1. This service is only available for products that were purchased from mont-bell (Suisse) SA.
- 2. Returns MUST be accompanied by a copy of your Receipt:  
Packing List for domestic orders.  
Invoice for international orders.
- 3. Indentify the products you are returning\* on the Packing List or Commercial Invoice.
- 4. Please provide any reasons for your return.
- 5. Enclose the completed form and send with unused product(s) to:

Return and Exchange Department  
mont-bell (Suisse) SA  
Dorfstrasse 107, 3818 Grindelwald  
Switzerland  
+41-(0)33-853-21-21

Reasons for Return (feedback is crucial when updating products)

**Please issue full refund:**

Credit card purchases: Your refund, excluding shipping cost, will be posted to the credit card used in the original transaction.  
"Pay Later with Klarna" purchases: Klarna will cancel the invoice or refund if you have already paid the invoice.

**Please exchange the enclosed items for the following products.**

Credit card purchases: Please write in the product details for the items you want to exchange.

Style#	Description	Color	Size	QTY	€

If you want to exchange your original purchase for item(s) of greater value, we will send a payment link by e-mail.

"Pay Later with Klarna" purchases: Items cannot be exchanged, we can only provide a full refund to your bank account (fill in details below). If you want a different item(s), simply place a new order through our website.

Bank Name	Bank Address
Beneficiary Name	Beneficiary Address
IBAN	
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**Montbell Euro Return Policy:**

Montbell is proud of the products we produce, if, for any reason, you decide that the product(s) you ordered does not fit or is not exactly what you desire, we will take it back as a return or exchange. This clause excludes returned items that have been damaged, washed, or worn. All items will be accepted at Montbell's discretion. Customers residing in Switzerland, please return items to us in a saleable condition within 30 days of Packing List. Customers residing outside of Switzerland, please return items to us in a saleable condition within 60 days of Invoice date.

Use a prepaid and traceable form of shipping; "Collect On Delivery" returns will not be accepted.  
Pack and seal your return securely, in the original box if possible, and include a completed return form and a receipt (Packing list or Invoice).  
If you do not have the original purchase documentation, or if you have any questions regarding the return process, please contact Montbell Swiss's Customer Service Department at [cs-mbs@montbell.com](mailto:cs-mbs@montbell.com).

Returns and exchanges with complete documentation will receive priority. Your refund will be posted to the credit card used for the original transaction. Returns may require up to 21 business days to process; therefore, it may take one or more billing cycle for the credit to appear on your statement.

Please note that shipping charges for products returned are not refundable. Montbell Swiss is not responsible for returns lost while in transit. We suggest that you consider insuring each item, and shipping your package via a courier with tracking capabilities.

Montbell Club Point : When a product is returned, the points you earned on that purchase are removed from your account. There are instances where your point balance can become negative when you return a product after using points on a separate purchase. If this happens, points you earn on future purchases are instead used to offset your negative balance.

If you have questions or require assistance, please contact Montbell Swiss's Customer Service Department at [cs-mbs@montbell.com](mailto:cs-mbs@montbell.com).