

ChutingStar Exchange/Return

Thank you for choosing ChutingStar! Sorry things didn't work out with your purchase. We try to make exchanges and returns as easy as possible. ChutingStar allows a return or exchange on most items purchased from us within 90 days of purchase. Here's the scoop on how it works:

GENERAL INFO

- **Please keep** the free stickers, pull-up cord and/or candy we send out with most shipments. Those are all yours regardless of any returns/exchanges!
- **Contact us** before returning any item with a manufacturer defect. Most manufacturers want to handle those issues and/or a replacement directly with you.
- **Complete** this form and include with your return or exchange.
- **Shipping costs** back to ChutingStar need to be paid by you. We recommend insuring shipments in case of loss or damage on the way back to us.
- If the item is above \$100, we ship the exchanged item back out to you via our Free Standard Shipping to US addresses.
- Shipping will be charged for expedited shipping requests and/or to international addresses.
- **Stock items** in new, unused condition returned within 60 days are refunded to the original payment method. Returns after 60 days receive a store credit.
- **Custom gear** (custom helmets, custom jumpsuits, custom containers) as well as all parachutes must receive approval from ChutingStar before a return or exchange. Custom gear and parachutes normally can't be returned or exchanged, but contact us first to see if we are able to make an exception.

NEW GEAR

- **Return your items with all the original item packaging** to us and note below the full name and order number for the original order.
- Items that have not been used, altered, and are returned with all original manufacturer packaging/accessories, are refunded/exchanged for the full value originally paid to ChutingStar.
- Used, altered, damaged or items not returned with all the original manufacturer packaging/accessories are still accepted as a return or exchange, but will be subject to a restocking, open package or used gear resale fee. This is usually a 20% fee, so 80% of the original value is refunded.

USED GEAR

- Returns purchased from our Used Gear section are subject to an inspection and/or restocking fee that will be deducted from your refund.

NAME		ORDER REF. #	
------	--	--------------	--

Return Shipping Address:

STREET 1			
STREET 2			
CITY		STATE	
PROVINCE		POSTAL CODE	
COUNTRY		PHONE NUMBER	

Card Info *(only needed for return shipping or additional item charges)*

CARD NUMBER		EXP DATE		CVV CODE	
-------------	--	----------	--	----------	--

We shred all credit card info after use; however we cannot control lost packages. You can also call us at 770-445-4000 to provide the info via phone.

Please select:

☐ **RETURN**

Return Reason:

☐ **EXCHANGE**

Exchange for:

ADDITIONAL INFO

Return product to: **ChutingStar**
Attn: Returns
1349 Old 41 Hwy NW Suite 105
Marietta, GA 30060-7929

With this transaction I acknowledge that Skydiving and BASE jumping are hazardous activities. Equipment purchased from ChutingStar can malfunction, even when properly designed, built, assembled, packed, maintained and used. The result can be serious injury or death.

We look forward to getting your exchange or refund finalized for you! Contact us if you have any further questions.

Phone: 770.445.4000 ext.1 • Fax: 770.445.4099 • gear@chutingstar.com