

RETURN/REPAIR FORM



Please complete and enclose this form with your return or repair.

For assistance, call 1.888.847.0770 or email info@mec.ca.

For security, please DO NOT include credit card information on this form.

Contact Information

Name	Member number	Order number
Original purchaser's name and member number		
Address		
Phone number	Email	

If you are requesting a repair or have a warranty issue, please call or email our Service Centre.

If there is a price difference for the repair or freight charge, we will contact you by phone or by email.

Note: Purchases originally paid for by credit card can only be refunded to the original credit card or by gift card.

Purchases made by debit card can only be refunded by cheque or gift card. Purchases made by gift card will be refunded to a gift card.

Reason for the Return/Repair

What items are you returning?

Product number	Description	Size	Quantity

Send all items for evaluation to: MEC – Returns, 5940 Ferguson Road, PPC Commercial Return, Richmond, BC, V0Y 7A7, Canada

For items being sent within Canada, please send the parcel back by prepaid and insured Canada Post.

Packages must be returned to the Western Distribution Centre.

Parcels returned via Freight Collect or Courier will be refused. For US and international parcels, add "Canadian Goods Returning" to the address. For international repair items, a standard freight fee will be applied.

Repairs may be completed in-house or sent to a local repair shop (please allow up to a month for processing)

A repair fee may be applied to non-warranty items.



Inspired gear, informed advice – guaranteed. We guarantee the gear we sell and the product selection advice we give. If an item hasn't met your expectations, you can bring it back for an exchange, refund, repair, or credit.