



REPAIRS & RETURNS GUIDELINE

(South Africa - Trade Customers)

When a faulty or broken First Ascent product is returned to your store, we kindly request that you inspect it thoroughly to determine whether the concern is due to a factory fault or normal wear and tear. Your feedback in this regard is valued by our team and will assist in determining the way forward. Please consult with your First Ascent sales representative as needed.

Wear and tear (repair)

- Send the product for repair to the First Ascent customer service department. Please do not wait for your sales representative to visit the store as this may ultimately slow down the process of getting the item back to your customer. If you are unsure whether an item can be repaired, please contact your sales representative or the customer service consultant at our Cape Town factory for input. See details below.
- Please do not send in dirty items, whether that be apparel or equipment. Our team will not work on dirty gear. Kindly ask your customer to clean the item first before you send it to First Ascent.
- Please add a written description regarding the item for repair. At all times, please include the return delivery address and the relevant store repairs note.
- Once received at First Ascent the customer service department will acknowledge receipt. After inspection, customer service will provide feedback on the way forward.
- A small repair cost and handling fee may be charged, as well as a return courier fee. This is at the discretion of First Ascent and will be communicated to your store prior to starting any work.
- If a decision is made that the item cannot be repaired the First Ascent customer service department will provide the relevant feedback before returning the item to the store, or disposing of it if you so choose.

Factory fault (repair or replacement)

- Please contact the First Ascent customer service department if factory fault is suspected. Please do not wait for your sales representative to visit the store as this may ultimately slow down the process of getting feedback to your customer.

- Please do not send in dirty items, whether that be apparel or equipment. Our team will not work on dirty gear. Kindly ask your customer to clean the item first before you send it to First Ascent.
- Please add a written description regarding the item for repair. At all times, please include the return delivery address and the relevant store repairs note.
- Once received at First Ascent the customer service department will acknowledge receipt. After inspection, customer service will provide feedback on the way forward.
- All First Ascent returns will be repaired or replaced at the discretion of the First Ascent customer service department. Relevant feedback will be provided to explain the decision.
- If factory fault is confirmed by the First Ascent team, no repair or handling fees will apply. The First Ascent team will courier the item (once repaired or the replacement) to the store at First Ascent's expense.

Timeline for repairs and/or replacements

- Once an item is received by the First Ascent customer service department your store will receive an acknowledgment.
- Our team aims to complete this repairs process within six (6) weeks after acknowledging receipt.
- If replacement of an item has been agreed we aim to have this delivered to your store within seven (7) working days after acknowledgment.

Returns for account credit

- Prior to returning any items to First Ascent for credit, please discuss this with your sales representative first. If no prior arrangements have been made the stock may be returned to your store without credit.
- If a credit is requested, kindly highlight this in the accompanying paperwork. Please note that credits will only be passed after inspection of the item/s in question and always at the discretion of First Ascent.
- A handling fee and ticket/packaging charges may apply.
- If a replacement for a specific item is needed, please re-order as per normal procedure. Replacement items will not automatically be sent to the store.

First Ascent – Customer Service Department

A: Performance Brands
15 Induland Avenue
Lansdowne
Cape Town

T: 021 180 4444

E: nicole@performancebrands.co.za
serena@performancebrands.co.za
janine@performancebrands.co.za