

Returns, Refunds, and Cancellations

Products can be returned to Robertson Harness within 30 days of the purchase date. All refunds will be credited back to the buyers account minus shipping. Please contact Robertson Harness for a Return Authorization before attempting any returns.

Note: A 10 percent restock fee is charged for items returned for reasons other than defect, damage or mis-shipment.

Notice: If a harness or lanyard has been used, hung in, or clipped into we will not accept the return. This is true of any load bearing equipment such as carabiners, shear reduction devices and belays. Robertson Harness is a manufacturer, we do not sell used equipment.

Important: If a harness or load bearing device is returned and does not meet the conditions of the return policy, it will be shipped back to the customer at their expense. Remember; if you clip or tie in the product is yours.

No Exchange Policy

We do not accept orders or items for exchange. If an item is returned, the customer will be issued credit toward other purchases.

Please use a return ship method best suited for you and the equipment being returned. Robertson Harness recommends you choose a carrier that provides up to date tracking information and insurance. Robertson Harness is not responsible for any items returned until they are in the company's possession.

Custom Products

All custom orders are final and are not eligible for returns. Robertson Harness products are fully warranted to the original owner against defects in materials and workmanship for the lifetime of the product, but does not include dissatisfaction due to custom designs. Requests for changes or additional customization or alterations cannot be made for custom products.

Cancellation Policy:

If for any reason there is need to cancel an order from Robertson Harness, the buyer would have to contact Robertson Harness directly to place a cancellation request. Buyers may contact Robertson Harness at (702) 564-4286 during regular business hours, Monday through Friday 6:00-4:00 Pacific Time.