



Returns

- New and unused merchandise may be returned with the original tags attached **up to 30 days from the date of purchase** for a refund. A refund will be issued to the credit card used for payment for the item(s) amount, less shipping and handling.
- Please fill out the return form that came with your shipment and enclose it with your packing slip.
- Return authorization is not necessary, and we do not issue RA#s for consumer returns.
- Shoe boxes must be shipped in another cardboard box to prevent marring the original boxes. **Do not affix shipping labels directly to shoe boxes, we cannot accept shoe returns if the shoe box is damaged.**

Exchanges

- **We are currently unable to accommodate exchanges.** If you need a different item, color, or size, please place a new order and follow the directions for returning unwanted items for a refund.

Defective and incorrect items

If you receive any defective or incorrect items, please contact us at contact_us@pearlizumi.com prior to sending these items back.

Shipping

- Please ship your return with a carrier that provides tracking and insurance. **We cannot be responsible for items that do not arrive at our facility.**
- We do not accept C.O.D. deliveries.

How long does it take to process the return?

- Returns enter our system within 48 hours of receipt and will be finalized within four business days after arrival. Email notification is sent upon the finalization of your return, not when your items are received at the facility. Please note that it takes most banks 3-6 business days for the credit to be reflected in your available balance after you receive your email notification.

Help

- If you have any questions regarding your return, please e-mail us at contact_us@pearlizumi.com or call us at **1.877.377.5211** Monday-Friday between 8:30 AM and 5:00 PM ET.

Please complete the following information and include it with your returned items:

Cut Here ✂

NAME: _____ ORDER NUMBER: _____
 PHONE: _____ EMAIL: _____

Style #	Description	Color	Size	Reason Code


OTHER: _____

Reason codes:

- 1 - Fits larger than expected
- 2 - Fits smaller than expected
- 3 - Length longer than expected
- 4 - Length shorter than expected
- 5 - Defect
- 6 - Other/incorrect item

Please use the return label below to insure priority handling upon receipt:

Cut Here ✂

 Shimano Canada LTD./Pearl Izumi
 Attn: Online Returns
 427 Pido Rd
 Peterborough, ON K9J 6X7