Return Policy

We will gladly accept returns for purchases made at prAna.com or a prAna retail location. prAna merchandise purchased at independent department stores and dealers must be returned to the location where it was purchased. prAna will not accept returns for clothing purchased through second-hand shops, non-authorized dealers, or from The Renewal Workshop; nor accept returns of final sale items or due to misuse or neglect.

prAna Influencer Program purchases must be returned via original purchase channel. For example, a prAna Influencer must return an online purchase via online and an in-store purchase must be returned in the store where it was originally purchased.

If you return your merchandise within 60 days of the purchase date with the original retail receipt or online packing slip, we will issue a refund to the original form of payment at the original selling price.

If you return it after 60 days with the original receipt or packing slip, we will issue a merchandise credit at the original selling price. If you do not have proof of purchase, we will issue a merchandise credit at the lowest selling price. A valid ID is required in our retail locations.

Exchanges

Our exchange process requires two steps for completion:
1. Return the original item for a refund or merchandise credit.
2. Place a new order for the preferred size or color.

For exchanges where the original purchase included a promotion or discount, please complete Step 1 above and then contact customer service to purchase the new size or color with the original discount applied.

You can contact customer service by emailing pranacustomerservice@prana.com, or call us at 1-866-915-6457.

This Return Form is to be used for the following reasons:
• You purchased your merchandise at a prAna retail store and wish to return or exchange the item. You will be issued a merchandise credit which can be used toward a future prAna.com or prAna retail purchase.
• You received prAna merchandise as a gift and wish to return or exchange the item. You will be issued a merchandise credit which can be used toward a future prAna.com or prAna retail purchase.
• You no longer have the original receipt for your merchandise and would like to do a return or exchange.

Directions

1. Print Form
2. Fill out Form – one item per row
3. Attach completed form with a copy of your original purchase receipt or online packing slip. (retain original for your records)
4. Enclose Form & Copy of your original purchase receipt or online packing slip in box with merchandise.
5. Generate a prepaid mailing label by reaching out to Customer Service through prAna.com/return-label. Please select the Return Shipping Label Request option from the dropdown and fill out all requested information.
6. Print 2 copies of prepaid mailing label
7. Affix one copy to the outside of your package and retain one copy for your own tracking records. prAna does not have access to this tracking information – only you do.
8. Drop off your package at your nearest UPS location.
9. If you purchased via online, and have provided your email in the information below, you will receive an email once the return has been completed.
Billing Information

Name: ____________________________________________
Address: _________________________________________
City: ___________ State: _____ Zip: ____________
Phone: _________________________________
Email: _____________________________
Order #: ____________________________

☐ Check this box if returning a gift. You will receive a prAna merchandise credit to be used on a future purchase.

☐ Check this box if returning merchandise purchased at a prAna retail location. (please include a copy of your original receipt)

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<th>Style#</th>
<th>Color</th>
<th>Size</th>
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Reason Codes:

**PREFERENCE**
- 11: Unsatisfied w/Style
- 12: Unsatisfied w/Material
- 13: Unsatisfied w/Color
- 14: Better Price Available

**SHIPPING**
- 21: Arrived Late
- 22: Damaged Box
- 23: Incorrect Product
- 24: Duplicate Shipping

**FIT/SIZING**
- 31: Too Big
- 32: Too Small
- 33: Wrong Size

**QUALITY**
- 41: Construction Flaw/Damaged
- 42: Zipper Damaged
- 43: Button/Snap Damaged