

TERMS & CONDITIONS

THE SHOP

RETURNS, REFUNDS & EXCHANGES

We offer a 30 day return guarantee on most items as long as:

- You return the items within 30 days
- The items are unused, unworn, (other than the purpose of trying on) No marks, stains, rips etc.
- All original labels and tags are still attached.
- Items must be in their original packaging
- You have proof of purchase.

If all the above applies we will refund you (via the original method) or provide an exchange.

Unfortunately, we can not accept returns for items of PPE (Personal Protective Equipment). These include harnesses, rope, climbing hardware e.g nuts, cams, carabiners, slings, etc.. This list is not exhaustive. Please be extra sure you are buying the right product before committing to the purchase.

There are also a few other things we are unable to refund or exchange, like underwear and jewelry unless of course they're faulty.

Naturally, none of this affects your consumer rights.

PRICE MATCHING

We are a physical shop that provides face to face help and guidance to our customers. Our prices are competitive but allow for us to deliver a personal service.

When you buy from us you are supporting a local, independent business; your local wall. Supporting us and buying from us helps us do cool sh!t!

Our staff are all paid a fair wage and we have been an accredited Real Living Wage employer since 2018.

In short, for the reasons above, we very rarely price match.