



Pro Purchasing Guidelines

The First Rule of Pro Purchase is "THAT YOU DON'T TALK ABOUT PRO PURCHASE"
(Just talk about how great the gear is!)

WHO CAN ORDER

Full-time paid outdoor professionals approved by the Black Diamond Pro Department. The program is designed to help you acquire gear needed to complete your job successfully. Purchasing for individuals other than yourself will result in immediate dismissal from the program. This account is for personal purchases ONLY! Do not place orders for anyone else, unless during specified promotions (such as Friends & Family sales). No items may be purchased for resale. Abuse in any form will not be tolerated.

If you have a question about qualifying for the pro program you can find our requirements page here: https://www.blackdiamondequipment.com/en_US/pro/requirements/

For bulk, group, and tax exempt orders email government@bdel.com or corporate@bdel.com

DISCRETION IS ESSENTIAL

It is crucial that you exist harmoniously with our retailers and maintain a professional relationship with them. Under no circumstances should you EVER mention pro pricing or this program to anyone. We will find out about it, and pros are routinely cut from the program for this reason alone. Do not use retailers for exchanges. If we find out you are attempting to exchange gear through our retailers we will terminate your account.

In addition to providing professionals with the tools needed to do their jobs, this program is designed to promote Black Diamond products and to support local retailers. If people ask about your BD gear please refer them to your local retailer or our website:

www.BlackDiamondEquipment.com.

ORDERS & SHIPPING

Pro orders are subject to tax. If you require a tax-exempt order DO NOT PLACE YOUR ORDER ONLINE. We will NOT be able to refund tax after an online order has been placed. If you need a tax exempt or bulk/group order email: government@bdel.com or corporate@bdel.com

Pro accounts do not qualify for free shipping, unless during a specific pro customer promotion. You will be notified via email of these promotions.

We only ship to U.S. (including APO/FPO) and Canadian addresses. Some items may not be available to ship to Alaska, Hawaii, Canada, APO, and P.O. boxes due to oversized item and/or HAZMAT status. Oversize products (skis, crash pads, etc.) may add additional oversize ship

charges depending on ship method choice and/or destination. For more detailed information on ship methods and costs please visit our website at:

https://www.blackdiamondequipment.com/en_US/content/shipping/

RETURNS AND EXCHANGES

We accept returns for refund within 60 days of the original purchase date. Items must be returned in unused, brand new condition with all hang tags and packaging intact. **No exceptions.** We DO NOT accept used product nor offer a satisfaction guarantee.

Accepted returns will be credited (refunded) to the credit card used at the time of purchase. We do NOT offer direct exchanges for items. Please place a new order for your desired replacement at your convenience. All applicable ship charges apply.

You can find out more about our return policies and procedures here:

https://www.blackdiamondequipment.com/en_US/returns/

WARRANTY

If you have a warranty or repair issue with one of our products, and it falls under the terms of our stated warranty policy, please file a warranty claim. The processing time can vary seasonally, and we do appreciate your patience. For more information on our Warranty policies please click here:

https://www.blackdiamondequipment.com/en_US/content/warranty-repairs/

SALE AND PROMOTIONAL EVENT POLICY

As a qualified Black Diamond Pro Purchase member you may receive sale or other promotional notifications from time to time. Please note that we DO NOT offer any grace period for retroactive refunds or credits for product already purchased that may be included in these events. But feel free to add to your quiver of amazing gear.

Further questions or concerns?

Email propurchase@bdel.com

Pro Purchase Program | Black Diamond Equipment, Ltd.

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www.BlackDiamondEquipment.com