

Discover Your Northwest Web Store Policy for Purchasing the America the Beautiful Pass

To ensure a well-informed purchasing experience, we ask that you please read completely before placing your order:

1. Passes are not replaceable or refundable if lost, misplaced, damaged, or stolen.
2. Please note that this is not the Senior Pass (Age 62+) for National Parks. For the Senior Pass, please click [here](#).
3. If a pass was purchased by mistake or you forgot your pass at home before your trip, we cannot issue a refund, exchange the pass, or accept a return. Receipts, pass serial numbers, and confirmation emails are not acceptable at the park entrance. Please review your order summary to make sure you have entered the correct quantity, shipping information, and pass before placing your order.
4. If an order was placed in error, we ask that you please contact us **AS SOON AS POSSIBLE** (within 1 to 2 business days) so that we can promptly cancel or modify the order before sending the pass out.
5. You will receive a tracking number when your pass is shipped. **If USPS or UPS tracking indicates a pass was NOT delivered**, we will replace the undelivered pass. Please note we do not replace passes or refund pass orders indicated as not delivered by tracking if **30 days** have elapsed after the order. The customer is responsible for bringing all order issues to the attention of customer service **within 30 days**.
6. If USPS or UPS tracking **indicates an order was delivered**, but the pass was not received, we unfortunately cannot send a replacement or refund the pass. The passes do not function as memberships, and we do not print the passes ourselves. We purchase passes from our vendors up front, hence why we cannot offer refunds on any passes claimed by the customer as not delivered where the carrier tracking number indicates the order as delivered.
7. If you are concerned that your pass may not arrive, we recommend you call customer service at 1-877-874-6775 to purchase signature confirmation for your pass. Please note that signature confirmation will not apply in the event that there are any inaccuracies in the shipping address supplied by the customer.
8. Discover Your Northwest is not responsible for any typographical errors, omissions, or inaccuracies in the shipping address of an order placed through our web store. The customer is responsible for supplying this information accurately, reviewing their order, and informing customer service of any errors before shipment. If a shipment is returned to us by the U.S. Postal Service or UPS as undeliverable, we will contact the customer and attempt to resend the order. However, we do not issue refunds or replacements for any order claimed by the customer as not received if the order is indicated as delivered by U.S. Postal Service or UPS tracking.
9. Please note that we reserve the right to change this policy at any time. For the most updated policy information, we recommend you visit our [website](#) or contact [customer service](#).