



## Retail Return/Exchange/Shipping Policy

Rowand's Reef is proud to offer a wide variety of dive and watersports equipment from a range of leading brands. We guarantee your satisfaction on all products and services for a period of 14 days. If you are unsatisfied or experiencing issues with a product or service within this time period, read below or speak with a sales representative for more information on the specific policy that applies to your situation.

**\*\*\*Rowand's Reef will refund or exchange products within 14 days of original purchase. The product must be in a new and resellable condition, and with the original sales receipt, packaging, and tags attached.\*\*\***

**\*\*\*All swimwear, clearance and ex-rental items are final sale.\*\*\***

**\*\*\*All refunds are subject to a 10% restocking fee on the purchase price. No exceptions.\*\*\***

### Retail Items:

- **Refunds** will be given within 14 days of original purchase. Customers must present the original sales receipt and the product must be unused, in a new and resellable condition with the original packaging and tags attached. We reserve the right to refuse the refund if the item appears to be used, damaged or altered. **All refunds are subject to a 10% Restocking Fee on the purchase price.**
- **Exchanges** will be accepted within 14 days of purchase. Customers must present the original sales receipt and the product must be unused, in a new and resellable condition with the original packaging and tags attached. We reserve the right to refuse the exchange if the item appears to be used, damaged or altered. Exchanges will be allowed on products of equal or greater value or for equivalent store credit.
- **Defective products** will be subject to the item's specific manufacturer warranty. Reasonable steps must be taken to repair or replace the product before a refund will be considered. Rowand's Reef does not cover any shipping costs incurred during the warranty process.
- No refunds or exchanges on **Special Order Products** (orders made on products/sizes which are not ordinarily carried in stock). The customer is responsible for covering any additional shipping costs that are incurred by having the product sent to the store. **Exception:** Depending on the manufacturer's free freight allowance, additional shipping costs can be avoided by waiting for us to include your product in our next bulk order.
- Rowand's Reef will cover the cost of **shipping** on any order with a subtotal of \$200 or more. Unfortunately, we do not cover additional shipping costs incurred due to returns or exchanges.