



www.diveintoscuba.com  
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## Return and Exchange Policy

You are responsible for inspecting the merchandise at the time it is received for missing or damaged items before you accept it. If the product you receive is defective or damaged, contact us within 30 days of receipt. Keep the shipping carton and note any obvious damage to the carton. Notify the carrier, ask for a "damage inspection report" and request the carrier return the item to *Dive into Scuba*. Contact us with the carrier's "damage call tag number" and we will arrange for a reorder or replacement of the damaged or missing items as quickly as possible.

There is a 30-day satisfaction guarantee on all our merchandise. Refunds for returned and exchanged items are as follows:

- 100% refund or credit of the purchase price for unused, undamaged items return or exchanged within 30 days in the condition they were received in, with the original packaging and all warranty cards, tags, and manuals.
- 75% refund or credit of the purchase price for items that are returned after 30 days or items that are used, not returned with original packaging, returned without warranty cards, tags and manuals.
- 0% refund or credit for any item returned after 60 days.

Shipping charges are non-refundable unless the carrier fails to meet the delivery commitment outlined in their shipping guide and issues a credit to us.

**Before returning any item you must request authorization from us.** Complete the *Merchandise Return Form* in the "Returns and Exchanges" section of our website or complete the form below and fax it to us. After we receive your request you will be given an authorization return number to include with the returned item and provided with shipping instructions.

Any item that has been placed in water or shows wear will be considered used. We will not accept returns or exchanges of wetsuits, garments, or any other product that is damaged from improper packaging. You are responsible for proper packaging, shipping charges and insurance fees to return the item and the cost of shipping a new item if it's an exchange.

### Merchandise Return Authorization Request

Complete online at [www.diveintoscuba.com](http://www.diveintoscuba.com) or complete this form and fax it to Dive Into Scuba at 972-315-3376 .

Invoice # \_\_\_\_\_ Date \_\_\_\_\_  
First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Daytime Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Where did you purchase your merchandise? (check one)  Dive Into Scuba Website  Scuba Shop

Reason for Return (required for return or exchange)  Damaged  Defective  Incorrect Items Shipped  
 Wrong Size  Wrong Color  Other (please explain) \_\_\_\_\_

Used  Yes  No

What do you want to do with the returned item? (select one)

Return and credit my account  
 Repair (explain repairs needed) \_\_\_\_\_  
 Exchange (indicate item you want)

Item # \_\_\_\_\_ Description \_\_\_\_\_ Price \$ \_\_\_\_\_

Shipping Information (name, address, city, state, zip) \_\_\_\_\_