

## **Scuba4Me Ltd Returns Policy**

Thank-you for shopping with Scuba4me.

Happy customers are the most important thing to the team at Scuba4Me. We hope you will be completely satisfied with any product purchased from us. However, should you need to return an item to us we aim to make it as fast and unproblematic as possible. Any item may be returned to us within 28 days from the date of receipt for a full refund (less postage costs), as long as it remains unused and in "as new" condition, with all packaging and labels intact.

All goods should be returned to us by an insured, traceable postal service to:

**Scuba4Me Ltd  
103 Dereham Road  
Norwich  
Norfolk  
NR2 4HT**

**Telephone: 01603 629444**

Return mail fees cannot be refunded to you unless the reason for the return of the goods was due to an error made by Scuba4Me. If the error is ours we will then be happy to refund postage costs up to a maximum of the postage price you originally paid on your order. Please allow 14 days for refunds to be processed and credited to your card.

When returning goods please ensure:

- The order/delivery note is enclosed with your order.
- Goods are returned via an insured, traceable service (it is advisable to make a note of any tracking numbers and your original order number in case they are Required),
- Please make sure goods are securely packaged to avoid damage in transit.

### **Wrong Size?**

When returning goods due to incorrect sizing, and where a replacement is required, please place a new order on the Scuba4Me website for the correct size replacement goods first. This ensures that the goods can be despatched with the minimum of delay to you, our customer. You should then follow the normal returns procedure as above to return the original goods for refund.

### **Equipment Fault?**

In the unlikely event a product you purchased from Scuba4Me is faulty when delivered please contact us on [info@scuba4me.com](mailto:info@scuba4me.com) or telephone 01603 629444 between 10:00am and 5.00pm Tuesday to Saturday. Please have your order number ready, together with details of the fault and we will then advise you how to proceed.

Where a product develops a fault after use and the manufacturer offer a warranty covering that fault, you will in some cases need to deal directly with the relevant manufacturer. If you need assistance with this, please contact us and we will give you as much help as possible and, where required, details of how to return the product direct to the relevant manufacturer.