



LIFESAVING SOCIETY

*The Lifeguarding Experts*

## Return Policy

### Back orders

We will place on back order, products that were unavailable in our warehouse when we shipped your order. We'll ship these products to you immediately upon arrival from our supplier.

### Returns

The Lifesaving Society provides a customer satisfaction guarantee with all your purchases. If for any reason you are not satisfied, simply return your purchase for refund, exchange or credit within 90 days of the purchase date.

All returns must be new and unused, in the original state, and deemed by the Lifesaving Society to be in an unworn/undamaged condition prior to being accepted for refund, exchange or credit.

All returns under the Lifesaving Society warranty are subject to inspection.

### Exceptions and exclusions

- Shipping fees are non-refundable.
- Once processed, custom orders cannot be cancelled and may not be returned unless deemed defective.
- Dolphin Surf Craft may not be returned after you have 'received' the goods. When these items are shipped, you must sign to 'Receive' them in good condition. Inspect the product and packaging before signing. If you are not satisfied with the condition, do not sign for the product. Have the shipper return it immediately.
- You may return literature that is the current edition, 'new' not used, not damaged, marked, bent or partially read. Retired or outdated editions may be returned within the specified time frame announced on launch of the newest edition.
- Return defective literature (missing pages, printing errors, etc.) as soon as you become aware of the problem.
- CDs & DVDs may be returned for exchange only. Due to copying technology we cannot accept returns for refund or credit.

### To make a return

Return items to the Lifesaving Society, 400 Consumers Road, Toronto, Ontario, Canada, M2J 1P8. Please allow a minimum of 10 business days to receive and process your returned items.

**Returns "with invoice/packing slip":** To expedite your return, we encourage you to submit a copy of the invoice or packing slip along with a completed Return Form with the items returned.

**Returns "without invoice/packing slip":** Returns without a copy of the invoice or packing slip will be subject to the previous year's listed price for a full refund or credit.

### **Lifesaving Society guarantee**

All products come with a satisfaction guarantee. Lifesaving Society prides itself in providing exceptional products and services. Our staff would be happy to discuss and resolve all related problems to your complete satisfaction.

### **Lifesaving Society warranty**

All products come with a 90 day Lifesaving Society warranty. All returns under this warranty are subject to inspection for normal use. The warranty is void if the inspection finds use beyond normal.

### **Exceptions**

Due to their fragility, fiberglass paddleboards and surf skis do not have carry a warranty once you have received them.

ACTAR products come with a 180 day warranty for normal use.

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