

Refunds and Returns

We hope you will be happy with your purchases but if you need to return an item to us, please review the returns and refund procedure below. Please feel free to call us on 01237 720130 if you have any queries or concerns.

Returned items

We aim to process refunds for returned items within 14 working days from when the returned items arrive back with us.

If the goods returned meet the conditions for a return you will be refunded for the full value of the goods returned; you will not be refunded for any shipping costs.

Returns

All returns must be accompanied by proof of purchase and the order number.

All returned goods must be returned in their original packaging with all tags in place.

Any items that have been worn or used whether in a pool or open water venue, or exposed to chlorinated water cannot be returned for a refund.

It is the consumer's responsibility to decide the suitability and fit of all items before using the item and making the item unsaleable if returned.

It is the customer's responsibility to make sure the product is adequately packed to avoid any possible damage in transit, such items damaged in transit will be returned to the customer, and not be refunded. The customer is responsible for all return postage costs.

At times we will offer our customers an item free of charge under the terms of a specialist promotion. Surf and Swim School Ltd offers the free items in good faith, but cannot be held responsible should the item become faulty in anyway and will not be liable for its replacement.

(If we have a high volume of returns, refunds may take up to 14 days to be processed)

Please note, Surf and Swim School Ltd will not be held liable for the payment of any duties or taxes relating to the return of items purchased.

Please ensure you are aware of all charges, particularly when using couriers, to return items to Surf and Swim School Ltd.

Any items returned to Surf and Swim School Ltd that are subject to unpaid or outstanding taxes and duties will be declined. This means they will be held by the courier service until payment is received.

Any items held by couriers pending payment are held at an external location where Surf and Swim School Ltd do not have access.

If taxes and duties are unpaid and / or returns held by couriers then Surf and Swim School Ltd will not be able to process your refund/s.

If you have any questions regarding your return you can email us at info@surfandswimschool.com please quote your order number in the subject field.

Faulty Items

Items returned as faulty should be sent for the attention of our returns department and include a brief note including the order number and details of the issue.

The item(s) will then be assessed by our returns team in conjunction with the manufacturer.

Should the item be deemed to be faulty this will be replaced or, in case of an obsolete product, an alternative item will be agreed or a refund will be issued if requested.

If the item is faulty then you will receive a refund and compensation for postage (standard delivery costs only).

Items can only be sent back for review and to be considered as faulty within twelve months of their purchase.

Items will be reviewed for fair wear and tear in accordance with the garment care instructions detailed in our terms and conditions..

Wetsuits

Please note, all items are inspected before leaving Surf and Swim School Ltd. We reserve the right to refuse an exchange or a refund if the item has incurred damage whilst in your possession due to misuse. We do not accept returns on items that show wear/use, without their original packaging, or without tags attached.

Exchanges

Unfortunately, we are unable to offer an exchange service. If you require an alternative item then please place a new order and return the original for a refund.

Although we do not have an exchange service if you need to return an item and order another size and the order was placed using a promotional discount code please contact Surf and Swim School Ltd within 30 days of placing the order and they will be able to supply a code which will allow you to re-order at the same price.

This code will then be valid for 60 days after the original promotional code finished

Returns Label

Please note, all customers are responsible for any return shipping costs. You are encouraged to use a tracking service so you can claim for any items that go missing or are not received by Surf and Swim School Ltd.

Returns Address

Surf and Swim School Ltd
1 Surf Cottages
Golf Links Road
Westward Ho!
EX39 1LH
United Kingdom