

Dip 'N Dive

RMA Form

At **Dip 'N Dive**, we offer a 60/120-day Satisfaction Guarantee on all of our merchandise.

- If it is within 60 days of purchase and the items are new, with original manufacturer's packaging, there is a 100% credit or refund on any item.
- If it is between 60 – 120 days and the items are new, we will e-mail you a gift certificate for 100% credit that can be used to purchase any product we sell on the Dip 'n Dive website.

To return an item, just follow the simple directions below and we'll take care of the rest.

A Return Merchandise Authorization number is NOT required.

1. **Pack the item(s) securely. All returned products should be in the condition they were received in, as well as in the original manufacturer's packaging.**
2. **Please include the return form below with a copy of your receipt.**
3. **Send your package insured (Please note that shipping charges cannot be refunded).**
4. **Refunds for items that qualified for free shipping, will be reduced by the amount of the free shipping cost from the original order.**
5. **Complete the return form below.**
6. **All exchanges are subject to standard shipping charges per our Terms & Conditions.**

In the event of any questions or problems with your order, or if the product received was defective or damaged, please contact our Customer Service Department within **10 days of receipt**. We will make every effort to resolve the problem as quickly as possible. Customer Service can be reached toll free at 877-837-3483 Monday through Friday 10 am - 5 pm Eastern Standard Time.

To help us process your return quickly, please complete your return merchandise form on the reverse side and include it in the box with your return.

First Name:

Last Name:

Address:

City:

State:

Zip:

Phone:

Order #:

Reason for Return:

Damaged

Dissatisfied

Other (please explain below)

Defective

Incorrect Item(s) Shipped

Used: Yes No

Wrong Size

Would you like to: (Please select one)

Exchange

Return (please select one):

Repair (please explain below)

Electronic Gift Certificate

Refund

Explanation: (required for exchange or repair)

Questions?

Email: info@dipndive.com

Return your package to:

Dip `N Dive

500 Niagara Falls Blvd.

Buffalo, NY 14223