

LIGHTHOUSE DIVING CENTER

New Equipment Refund/Return Policy

Dear Customer,

Customer Satisfaction, at Lighthouse Diving Center, is a No. 1 goal and the management strives to provide the leadership for all company employees in the pursuit of this goal.

For your convenience this notice explains our Return and Refund Policy.

1. You may return any regularly stocked product for a complete refund or credit, if for any reason you are not satisfied only if:
 - (a) You present your original receipt.
 - (b) You present the original box/packaging, all instructions and warranty papers.
 - (c) The merchandise is returned in unused condition in seven (7) days of the date of purchase.
2. Credit card purchases will be returned on the original credit card number at the sales counter of the original store of purchase at the time of return.
3. Cash and check purchases will be refunded by check from the Accounting Dept. located at our main office within fourteen (14) days from the date of the return at the original store of purchase. We keep minimal cash on our premises; therefore it is impossible to refund in cash.
4. Layaways (except on special orders, close-out merchandise, and used equipment) are cancellable anytime during the 30 day layaway period. After 30 days, only credits will be given and there will be no penalty for cancellation. After 90 days, merchandise will be returned to stock and deposit forfeited, unless you have made special arrangements with the store manager and have continually made payments on the layaway.
5. Shipments and deliveries other than Next Day Air cannot be guaranteed by Lighthouse Diving Center; therefore special orders for non-stock items cannot be cancelled if they do not arrive on time.
6. Underwater photography equipment, due to its delicate nature, computers and other electronic equipment, cannot be returned or replaced. These types of equipment must be serviced under the respective manufacturer's warranties.
7. No returns on commercial diving equipment and compressors.
8. Class fees, for any class or upgrade, are not refundable seven (7) days before the class starts or after the class has begun.

EXCLUSIONS TO REFUND POLICY: NO RETURNS OR REFUNDS ON CLOSE-OUT MERCHANDISE. SPECIAL ORDERS OR CUSTOM MADE PRODUCTS. BE SURE YOU WANT THESE PRODUCTS BEFORE YOU PURCHASE THEM. WARRANTIES WILL ALWAYS APPLY, WHERE APPLICABLE.

THANK YOU FOR SHOPPING WITH LIGHTHOUSE DIVING CENTER