

PADI EMEA Ltd

Returns Policy and Procedure

This Returns policy does not affect your statutory rights

We want you to be delighted every time you purchase from us. However, we realise that occasionally, you may want to return unwanted items. That's why under our 30-day returns guarantee, if for any reason you are unhappy with your purchase, you can return it to us in its original condition within 30 days of the date you received the item. This applies to all of our products except, we regret, for digital items where the item has been downloaded and does not include any video, DVD and software products where the product has been unsealed. . This does not affect your statutory rights. For further information about your statutory rights please see the website at:
<http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html>

Please contact your PADI Product Consultant with the details and you will be issued with a Return Materials Authorisation (RMA). This RMA must be marked on the return packaging and on any accompanying paperwork. Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or defective. We can, if you wish, arrange for collection of the item from your residence or place of business at your cost. For your protection, we recommend that you use a recorded-delivery service.

As soon as we receive notice of your cancellation of this order, we will refund the relevant part of the purchase price for that item together with the normal delivery charge- we cannot refund any priority or express component of the delivery charge.

The following conditions must also be applied when considering returning 'out-of-date' or damaged items or if items are missing

Out-of-date Training Materials

If you are in possession of any training material that is still wanted by you but which has been superseded by a later version, please notify us within 30 days from the date of purchase and as long as it's in an unused condition, then this item or items may be returned to us to exchange for the latest version or edition of the same product. In some circumstances we may be able to accept the covers of books to be returned instead of the whole book. This will save you carriage costs. Please consult with your PADI Product Consultant. For this type of return, delivery costs will not be refunded.

Damaged or Missing Items

Product is normally despatched within 2/3 working days of you placing your order with us and is packed with the utmost care and attention. Very rarely, an order may arrive either damaged or with some of its contents missing. Or, in extreme conditions, never arrive at all. In these circumstances, we are bound by the carrier's terms and conditions and are required to notify them within a certain time limit. If you are unfortunate and you receive product damaged or you discover that some of the contents are missing, we need to be notified within 14 days of you receiving your order. Or, if you do not receive the order at all within 14 days of placing your instructions, please notify us and we will investigate the matter. In any event we will endeavour to replace damaged or missing items as soon as possible, at the least possible inconvenience to you.

Postal Dispatched Items

If your order has been despatched and the estimated delivery date has passed, we recommend that you ask your local postal sorting office if they've already tried to deliver it. Or ask a neighbour if the package has been left with them.
You should also check that the delivery address you gave us is correct. If your order hasn't arrived after the estimated delivery date, please contact us (insert email address) and we'll do our best to locate it.

PLEASE NOTE: PADI CANNOT ACCEPT ANY RETURNS WITHOUT A RMA.