

**Use of watersports equipment requires safety training. When purchasing any equipment and/or product from REAL Watersports, Inc. ("REAL"), you assume all responsibility for any damage/injury that may result from using this equipment and/or product in any way. REAL assumes no liability for the use of any equipment and/or products purchased, and by purchasing this equipment and/or product from REAL, you understand, acknowledge and accept this release of liability.**

**CUSTOMER SERVICE:** REAL is dedicated to providing the best customer service in the industry. We have the largest school in the world, the best locations as our training grounds and a staff consisting entirely of watersports enthusiasts. If you have any questions about gear or services purchased from REAL, please contact our Customer Service Department at 866.REAL.548 or [info@realwatersports.com](mailto:info@realwatersports.com), Monday – Sunday 9am-9pm(EST).

**30 DAY SATISFACTION GUARANTEE:** All kiteboarding and standup hard goods purchased from REAL carry a 30 Day Satisfaction Guarantee from the date of the purchase. If you are dissatisfied with a product purchased from REAL, we will issue you a store credit equivalent to the full purchase price of the new or used product. All product must be returned in like new condition with no damage. This product must be returned to REAL, at your expense, within 30 days from the original purchase for you to receive store credit. Neoprene and soft goods are not eligible for 30 Day Satisfaction Guarantee.

**RETURN POLICY:** REAL guarantees its customers' satisfaction. You will receive a full refund (less shipping) for the purchase price of any unused product if it is returned within 7 days of purchase. Used gear purchases are not eligible for refund. To qualify for a refund, you must return the product to REAL within 7 days of purchase or a Case Number (CAS#) must be issued within 7 days of purchase. Any returns of product after 7 days and within 30 days of purchase will receive store credit equivalent to 100% of the purchase price of the product (less shipping). All sales are final for items on sale and after the thirty (30) day period is over. All returns must include the original receipt. You are responsible for return shipping charges on any returned product. All returned merchandise must bear a CAS# on the outside of the package and on the invoice. Returns without CAS#s will not be accepted. Please contact Custom Service for a CAS# at 866.REAL.548 or [info@realwatersports.com](mailto:info@realwatersports.com). All sales are final on any neoprene, bathing suit products, and items on sale.

**RAINCHECK POLICY:** All lessons and camps are pre-paid upon booking with REAL to assure a time slot and the availability of a coach, equipment and/or personal watercraft/boat. In the event of a postponement or cancellation, your lesson or camp will be rescheduled to the next available lesson or camp time. REAL strives to get you riding and will do everything possible to reschedule your lesson or camp promptly. If a lesson or camp is cancelled due to weather, you will be issued a raincheck equivalent to the value of the lesson or camp booked. The full value of a raincheck may be redeemed for lessons, camps, equipment and/or merchandise purchased from REAL for up to a year after the scheduled time. If you fail to show up at the time of your scheduled lesson or camp, or fail to call to postpone your scheduled lesson or camp, you will forfeit the value of your lesson or camp and will not receive a raincheck. If you fail to show up on time for your scheduled lesson or camp, the amount of time you are late will be deducted from the total lesson or camp time.

**CANCELLATION POLICY:** All lessons and camps may be cancelled or rescheduled, with a complete store credit refund, up to 14 days before the scheduled lesson or camp time. A rescheduling fee of \$200.00 will be applied to any lessons or camps cancelled or rescheduled within 14 days of the scheduled lesson or camp start time, and the remaining balance will be placed on your store account. If your lesson or camp is cancelled by REAL, you will receive a raincheck equivalent to the value of the lesson or camp booked. No rainchecks will be issued for cancellations or no shows within 24 hours of a lesson or camp.

**INTERNATIONAL ORDERS:** Duties and taxes associated with shipping to your country may increase the cost of your order. You are responsible for paying all import tariffs, duties, taxes, brokerage fees and any other costs related to delivering product to you; these costs are in addition to the cost of your order. You are responsible for return freight charges should you refuse delivery of any product, or if any product is unable to be delivered to you.

**WARRANTY:** A warranty claim is initiated by emailing a digital photo of the damaged gear, description of the damage, how the damage occurred, the product's serial number, and your original invoice to [warranty@realwatersports.com](mailto:warranty@realwatersports.com). All merchandise returned for warranty replacement or repairs must bear a Case Number(CAS#) which the Warranty Department will issue you, on the outside of the package and on the invoice. Warranty returns without CAS#s will not be accepted. You are responsible for shipping charges for returned product.

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