

AquaFire Leisure Return & Exchange Policy:

- We shall always try to attempt to make an exchange or return with the original invoice falling within the guidelines listed below. Alternatively we can look up most customers previous purchases to complete a return or exchange on new unused/non damaged merchandise with a valid form of identification.
- Upon presentation of the original proof of purchase it would be a pleasure to process an **exchange** on all new merchandise with it's original packaging and tags within **30 days of purchase**. Alternatively, we offer a **reimbursement return** to the original tender on all new, non-clearance/sale merchandise with it's original packaging and tags within **14 days of purchase**.
- **On select products** we offer a **14 or 30 day 100% Money Back Guarantee** from the date of purchase, we believe in the products we sell that is why we would not sell you anything we don't put in our own homes for our family & friends to use so if you are not 100% happy with the product simply return or exchange the item in new condition with its original packaging and invoice, just let us know the reason for the return so we can make sure that we fix the issue.
- **In order to make our return & exchange policy hassle free if there are any issues at all with your product feel free to bring it in store within 7 days of purchase** for a direct exchange of equal value. We will simply inspect and test the item to check it over for you just in case you may be missing a step and if there truly is a manufacture defect with the item not caused by physical damage we will swap it out without hesitation with the original packaging and original invoice keeping our return and quality control rate at its prime.
- **All Water Care Products, Bath & Body Products, Essential Oils, Light Bulbs, Special Orders, non-sealed items and refurbished products are Final Sale, no exceptions.**
- **Final sale merchandise cannot be exchanged or returned** under no circumstance, this including but not limited to clearance/sale and/or cash and carry items and/or items on our final sale list.
- We reserve the right to refuse a return or exchange without original proof of purchase and/or feel that the return or exchange goes against our policy in any way. In order to process a return or exchange, a valid form of government identification may be required upon request. All shipping & handling fees are the customers responsibility and returns are subject to a restocking fee of 35%.

**Thank You,
AquaFire Leisure Management**