

Returns Policy

RETURNS POLICY

Unsatisfied with your purchase

If you are not satisfied with your purchase you may exchange it if the following requirements are met:

- the exchange is within 7 days of purchase
- there is a valid proof of payment i.e. till slip or invoice
- it is in its original packaging and/or condition, the product is unworn and unused, the product has not been altered or customised in any way
- the exchange is made for another product or gift voucher

Defective goods

A product is considered defective if a product develops a defect due to manufacturing error

A defective product may be returned if the following requirements have been met:

- the product was only used in the manner and environment it was designed to be used in

This does NOT include defects due to the following:

- normal wear and tear
- damage due to negligence, user abuse or incorrect usage of the product
- damage due to inadequate or incorrect care of the product
- damage due to alterations to the product
- where the product was used other than as recommended or designed

Please return the product as soon as the defect arises, but:

- no later than 6 months from date of purchase for general warranty products
- no later than 12 month from date of purchase for extended warranty products, such as rods and reels

Please note: The product will be subject to a technical assessment by a specialist.

If the product is confirmed to be defective, the product will be refunded, replaced or repaired at no cost to the customer.

Online orders

If products purchased from our online store are damaged in transit or the incorrect product was delivered, please notify us within 48 hours of receiving the goods in order for us to arrange for the correct product to be delivered in good order. Please note that items returned must be in their original packaging and condition.

Please contact us via the following:

Email: info@ocean-gear.co.za

Tel: 076 6854835