



**Bay Area Kitesurf**  
151 Haskins Way, Suite C  
South San Francisco, CA 94080  
Fax 415.358.4472  
Phone 415.573.2619  
[shipping@bayareakitesurf.com](mailto:shipping@bayareakitesurf.com)

## RETURN POLICY & INSTRUCTIONS

### Return Items

1. You can return new, unopened items within 30 days of purchase for a full refund, as further specified below
2. The refund will be for the full value of the returned items, unless otherwise noted
3. Shipping and handling fees will not be refunded
4. Credit for returned items will be applied to the credit method that was used to make the purchase. Returns will be applied to the purchasing credit card within 5 to 15 days of the date that the return has been accepted
5. If the return is due to defective products, inaccurate product descriptions, or an incorrect order, call us to initiate the return. You may be compensated for the return shipping under these circumstances
6. To return a product
  - a. Contact us first and we will email you a return number and instructions for returning your product(s)
  - b. Ship your unused product in its original unopened packaging using the address below
  - c. Please write your RA number on the outside of the package and include a contact phone number

### **BAY AREA KITESURF**

151 HASKINS WAY - SUITE C

SOUTH SAN FRANCISCO, CA 94080

[shipping@bayareakitesurf.com](mailto:shipping@bayareakitesurf.com)

RA# \_\_\_\_\_

### Defective Items

1. A defective item is one that is inoperable but has no apparent damage
2. If you receive defective merchandise, please call us for assistance
3. We accept no responsibility for damage and/or loss of parts caused by you or incurred during normal operation or use of products

### Damaged Items

1. If an order arrives to you with obvious shipping damage, please note any damage on the delivery receipt at the time of delivery otherwise the ability for you to claim freight damage will be lost
2. Contact us immediately +1 415-573-2619 [shipping@bayareakitesurf.com](mailto:shipping@bayareakitesurf.com)
3. If you have accepted delivery and then find shipping damage, please call us immediately
4. Please save and do not move the product and packaging material to a different location
5. If you dispose of packaging material or attempt to return the merchandise without contacting us, you jeopardize your chances of making a claim, and you may not receive credit for the return

**Questions?** Please contact us at [shipping@bayareakitesurf.com](mailto:shipping@bayareakitesurf.com) +1 (415) 573-2619. We are available 10am-4pm Pacific Time, Monday-Friday