

## Dive Right In Scuba Return Authorization Form

**To return an item no need to call us, just follow the directions below and we'll do the rest!  
Include this form with your return**

At Dive Right In Scuba, we offer a 60/120-day Satisfaction Guarantee on all of our merchandise.

- If it is within 60 and the items are new with original manufacturer's packaging, there is a 100% credit or refund on any item.
- If it is within 60 and the items are used or not returned with original packaging, it's not a problem. We will e-mail you a gift certificate for 75% credit that can be used to purchase any product we sell on the DiveRightInScuba.com website.
- If it is between 60 - 120 and the items are new, we will e-mail you a gift certificate for 100% credit that can be used to purchase any product we sell on the DiveRightInScuba.com website.

### **To return an item, just follow the simply directions below**

1. A Return Merchandise Authorization number is NOT required.
2. Pack the item(s) securely. All returned products should be in the condition they were received in, as well as in their original manufacturer's packaging.
3. Please include the return form below with a copy of your receipt.
4. Send your package insured. (Please note that shipping charges cannot be refunded)
5. Refunds for any returned Free Shipping items will be deducted by the amount of the free shipping incentive from the original order

In the event of any questions or problems with your order, or if the product received was defective or damaged, please contact our Customer Service Department within 15 days of receipt. We will make every effort to resolve the problem as quickly as possible.

Customer Service can be reached at [sales@diverightinscuba.com](mailto:sales@diverightinscuba.com)

**Discover your *adventure* today!** OR

by calling (815) 267-8400 - Monday through Friday 11 am - 9 pm Central Standard Time.

**To help us process your return quickly, please fill out this form and include it in the box with your return.**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Order #: \_\_\_\_\_

#### **Reason for Return:**

☐ Damaged  
☐ Defective

☐ Dissatisfied  
☐ Incorrect Item(s) Shipped  
☐ Wrong Size

☐ Other (please explain below)  
**Used:** Yes ☐ No ☐

#### **Would you like to:** (Please select one)

☐ Exchange

☐ Return (please select one):  
☐ Electronic Gift Certificate  
☐ Refund

☐ Repair (please explain below)

**Explanation:** (required for exchange or repair)

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OFFICE USE ONLY								
Postmark Date: _____		Box Opened by: _____		Analysis Date: _____		Resolution Date: _____		
Qty	SKU	Description	Repair	Exchange for SKU	Used Refund	New Refund	Return	Old Refund

**Questions?**  
Email: [sales@diverightinscuba.com](mailto:sales@diverightinscuba.com)

**Return your package to:**  
Dive Right In Scuba  
24222 W. Lockport St  
Plainfield, IL 60544

