

Refund and Returns Policy and Procedure

Lessons and Activities

Payment must be made before the start of the lesson/hire.

Where pre-payment has been made, clients will obtain a refund or credit if:

- the client notifies the ASI Accredited school 24 hours prior to the time of the activity.
- the Instructor cancels the activity due to unsuitable or dangerous conditions.

Note - no refund will be offered if it rains.

If water and weather conditions become unsafe during the activity, the instructor may modify the activity and undertake activities on the shore rather than in the water, or the activity may be rescheduled for another time.

If the client has paid for a block of lessons at a discounted price, the refund will be based on the total amount paid less the lessons already delivered.

No refund is offered if the client refuses to comply with the ASI Accredited School policy and the Instructor determines the client cannot participate in the activity (e.g. client is under the influence of drugs or alcohol)

If the client advises the Instructor of a medical condition such that the Instructor decides that it would be unsafe for the client to participate in the activity, a full refund will be offered. If the Instructor becomes aware of a client's medical condition after the lesson has commenced, such that the Instructor determines it is unsafe for the client to continue in the activity, no refund will be offered.

Gift Vouchers

Gift vouchers must be used by expiry date unless other arrangements have been made. No refund is offered once the gift voucher has been purchased however the gift vouchers are transferable to other people.

Hire

The client will obtain a refund if they notify the ASI Accredited School 24 hours prior to the time of the hire. No refund will be made once the client has paid for and taken delivery of the hire equipment.

Goods Return policy

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. Where there is a manufacturer fault or warranty issue with your product, Pro Paddle Mackay will liaise with manufacturer and organise the return and/or repair of the faulty product. Where the product is within the warranty period, you will incur no further costs. This excludes products that have been damaged through inappropriate usage or accidental damage by the user.

Warranty

In the event that a warranty claim needs to be made on any goods purchased from Pro Paddle Mackay

- Contact us by phone or email, or bring the faulty product into the shop
- Provide pictures and details of the fault or damage, which we will then pass onto the manufacture
- They will assess the product and advise whether it fulfills the manufacturer's warranty requirements and whether it will be repaired or replaced.

Pro Paddle Mackay will keep you informed during the process, however we cannot advise nor control how long the warranty and repair processing will take.