



RETURN SLIP

PLEASE NOTE

- Failure to return this form inside your return package will result in a delay or inability to receive your refund
- All returns, excluding Hard Boards, must be sent through a trackable service (i.e. UPS, FEDEX, etc.)
- Due to their size and shape, Hard Boards must be returned by special freight carrier.
- Returns must be received within 45 days of the original date of purchase
- Please allow 1-2 weeks for your return to be received and processed and an additional 1-2 business days for your refund to be processed

PLEASE COMPLETE THE REQUIRED INFORMATION BELOW

CASE # _____

ORDER # _____

ORDER NAME _____

ORDER EMAIL _____

Reason for return (please circle one):

- Product unopened
- Damaged in transit (photographs required)
- Defective item/warranty (case number _____)
- Duplicate item
- Received wrong item
- Other (please explain)

RETURN ADDRESS

iROCKER Inc.

3750 Cisco Drive West, Unit 3

Jacksonville, FL 32220

INCLUDE THIS PAGE INSIDE OF YOUR RETURN



iROCKER Return Policy

Purchase with confidence with our easy Return Policy*.

iROCKER strives to offer the highest quality products in the industry; however, if you are not happy with your purchase for any reason, you may return it within 45 days of your purchase date for a full refund of the original purchase price, subject to certain terms and conditions defined below.

You must first contact our Customer Experience to register your return and obtain a case number before returning your purchase. Any returns that have not been registered prior to shipping or the case number is not provided on the packaging will not be accepted and will be returned to the customer at customer's expense. We recommend you include the case number on the memo line of the shipping label. Your board must be returned in the original condition with all originally included accessories (paddle, pump, leash, fins, and repair kit), packaged inside of a shipping box and in new condition. If the returned board is damaged or in poor condition, or if any originally included parts or purchased accessories are damaged or missing when returned, your refund will be reduced by the amounts listed below. Customer is responsible for cost of return shipping including insurance to cover any damage in transit during the return.

<u>Condition</u>	<u>Refund Reduction Amount</u>
- Board wear & tear	\$100 - \$400
- Board permanent damage	\$150 - \$250*
- Bag wear & tear	\$40
- Missing bag	\$75
- Paddle wear & tear	\$15
- Paddle missing	\$75
- Pump wear & tear	\$40
- Missing pump	\$50
- Fins missing (each)	\$15
- Missing leash	\$15
- Repair kit missing	\$15
- Damaged electronic products (e-pump, batteries, etc.)	40%
- All other accessories - damaged	25%

*Products returned with damage beyond repair and unable to be resold, are not eligible for return.

Feel free to contact us if you have any questions or need any assistance.



Completing Your Return

Domestic Returns: 3750 Cisco Dr W, Unit 3, Jacksonville, FL 32220

- Subject to the terms of this policy, we offer returns within 45 days of the date of purchase. Your refund will be credited back to the original payment method.
- Returned items must first be registered with Customer Service before the return process can begin.
- Returned items must be returned inside of a box, and must be clean and in new condition with no visible signs of wear. Any damage, missing items or visible signs of wear will result in a reduction of customers refund amount.
- All returns must include all originally included parts and accessories (paddle, pump, leash, fins, and repair kit).
- All products are inspected upon arrival at our distribution center. Any damage, missing items or visible signs of wear will result in a reduction of customers refund amount.
- Customer is responsible for all return shipping costs.
- Items purchased as Used or Open Box are not eligible for returns under the Returns Policy
- Hard Boards must be returned by a special freight carrier managed by iRocker. Contact us for more information or support with your Hard Board return.

How to Return a Product

1. After first contacting our Customer Experience Team and registering your return, please return all items to iROCKER at the address listed in the Return Slip. You must include all originally included parts and accessories in your return.
2. Download the Return Slip [here](#) and follow the instructions for preparing your order to ship.
3. Ship your order with any shipping service (excluding Hard Boards required to use special freight carriers) so long as the package is sent with a tracking number. Please keep the tracking number for reference! It's that simple!