

Victoria Skimboards Return Authorization Form

Company Name: _____

Name: _____ Phone: _____

Address: _____ Email: _____

_____ Fax: _____

_____ RA #: _____

Order/PO #: _____ Today's Date: _____ Date Ordered: _____ Date Delivered: _____	To be filled out by Victoria Skimboards after submission – DO NOT FILL OUT CM/CK#: _____ Date Issued: _____ Issued By: _____
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Product Returning (please be specific and thorough, i.e. size & color):

Problem (please detail the problem with the product):

How did it happen? Please be very specific and describe the situation (*i.e. broke while wave riding ,damaged during shipping, hit a small wave as lip threw out, tail hit bottom while still on board, deck is loose due to delamination, nose/bottom peeled off because not repaired, etc.*)?

What would you like done with your product (refund, exchange, repair)?

Please rate on a scale from 1 to 10 how satisfied you are overall with our products:

Unsatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied

Are there any changes you would like to see made to our products (*i.e. wider, narrow, thinner, thicker, heavier, lighter, more art, rocker, etc.*)?

Both pages must be signed and dated to receive a Return Authorization Number. You must have a Return Authorization Number clearly labeled on the outside of all packages for us to accept returns. All Return Authorizations Numbers expire 30 days from the delivery date of your products. Products returned MUST be post marked within 30 days of your delivery date which is determined by the shipper from the first attempt.

Sign: _____ Date: _____

Print Name: _____ Phone #: _____

Victoria Skimboards Return Policy (boards)

1. You must submit a Return Authorization Form to return any product for refund or exchange. Return Authorization Forms can be found on our web site, or we can mail, email, or fax you the form. We must have a signed copy (faxed signature is acceptable) before we will issue a Return Authorization Number (RA Number). We will not accept any package without a Return Authorization Number (RA number). The number must be clearly labeled on the outside of every returned package. **Packages without an RA number clearly labeled will be refused and returned to sender at sender's expense.**
2. We are not responsible for arranging for or paying for shipping returns. In no way does late delivery or any other circumstance make Victoria Skimboards responsible for paying for or shipping returns.
3. Damaged product must be returned before we will send a replacement.
4. We cannot accept returns and will not issue credits for products damaged while shipping the product back to Victoria Skimboards. It is the customer's responsibility to properly package and insure returned packages as well as handle any claim issues regarding damages.
5. Once returns are received by Victoria Skimboards they will be inspected for damage. Acceptance of a return from an outside carrier (i.e. Fed-Ex or UPS) does not mean Victoria Skimboards agrees the products are in acceptable condition for a refund. Once the packages are opened and inspected, any part in damaged or unacceptable condition (due to shipping) will be deducted from the return amount. Victoria Skimboards products are not necessarily inspected immediately upon receipt. Unacceptable or missing items will be deducted from the refund amount at the full retail price. It is solely at Victoria Skimboards discretion to determine if the product is in acceptable condition.
6. If there are additional problems with your order we will address those problems accordingly.
7. All terms in this return policy are continuous. The customer is bound by these terms for all current and future orders.
8. This policy shall be construed under the laws of the State of California without regard to its choice of law provisions and the parties agree that any action relating to this policy shall be instituted and prosecuted in the courts of Orange County, California and each party waives the right to change of venue.

Please note:

Very rarely are breaks due to manufacturing defects but we will inspect all products for manufacturing defects. If manufacturing defects are found we will either repair the product or replace the product and ship it back to you at our expense. If there are no manufacturing defects then we will repair the board (if possible) and ship it back to you at your expense (cost of repair, box charge, and shipping charge) after receiving authorization from you. Boards broken within three (3) months of purchase may be exchanged for a new board at wholesale price. If the board is repairable we will credit you for the balance less the repair fees.

I have read the above and agree to all stated terms and conditions:

Sign: _____

Date: _____

Print Name: _____

Phone #: _____



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