

Rum Runner Dive Shop

Return Policy

At Rum Runner we want you to be happy with your equipment investment. Every effort is made to match you with the right gear the first time and with the broadest offering of brands and sizes in the area the likelihood of being successful is very high. Sometimes things go wrong and a piece of equipment doesn't live up to the customer's expectation either for fit or performance and, in this case, we don't feel the customer should be stuck with unsatisfactory gear.

Full satisfaction guarantee: Any product purchased may be returned for a full refund or equivalent store credit within 60 days of purchase. The product must be in new, resalable condition, and never been wet.

Unconditional replacement policy: If any piece of dive gear from Scubapro, Genesis, Sherwood, OMS, Atomic Aquatics, Akona, Pinnacle or Ocean Reef fails to fit or perform to your satisfaction within the first 60 days we will exchange it for any similar item that will. You pay or are refunded the cost difference. So buy your gear with confidence, try it out, dive with it. If it doesn't perform come back and we will get you into gear that fulfills your needs. We are confident that the manufacturers we carry make quality gear and our trained staff will match you to the proper gear, not the most expensive, based on your individual diving needs and this combination will limit the need for exchanges.

Exception: For new students purchasing gear for the first time at the time of their basic training; if for any reason the student is unable to complete their training, used SCUBA gear purchased from Rum Runner may be returned for a refund less a rental fee equivalent to 10% of the purchase price. This is exclusive of personal gear i.e. mask, snorkel, fins and boots.

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