



## Returns & Exchanges

At XTERRA Wetsuits we want to make sure you are satisfied with your purchase. If the wetsuit doesn't offer you a perfect fit, we will happily accept a return or exchange within 30-days of receipt of the order.

We recommend you try on your wetsuit upon receiving it to ensure that the sizing is correct even if you do not plan to use it right away. This way you have the opportunity to exchange the wetsuit within the trial period if necessary.

### Please note, we cannot accept a return or exchange if:

- The wetsuit was received over 30-days before the request date.
- The wetsuit is damaged or permanently altered in any way.\*\*
- The wetsuit has been written in. (We cannot accept wetsuits for a return/ exchange that have the owner's name written on the back flap)

**\*\*If your wetsuit has any damage, please read our Warranty for instructions on filing a warranty claim.**

**Clearance/ Exhire items do not qualify for a return or exchange. Please see product page for details.**

If you think your wetsuit may be the wrong size, we highly recommend reading our Fitting Guide.

We also suggest that you swim in your wetsuit before considering a size exchange. Normally we do not recommend the use of our wetsuits in chlorinated pools, however, if extenuating circumstances offer no alternative (i.e. winter weather), then one brief swim is permitted under the 2 year warranty. To avoid chlorine damage to your wetsuit, we suggest that you limit your time in the pool to around 5 minutes and rinse the suit thoroughly with fresh water immediately afterwards.

Whether you decide to send back your wetsuit for a refund or an exchange, you are responsible for the shipping cost back to us. If a refund is requested, we will refund the cost of items returned. Shipping costs are never refunded. If an exchange is requested, we will ship the replacement wetsuit to you at no additional cost to you, but the initial shipping back of the wetsuit is the responsibility of the customer.

If you need your new wetsuit ASAP, or you would like to try on two sizes side by side to determine which has the best fit, simply place an order for the new wetsuit and send one back as a return instead of an exchange – as long as it is not permanently damaged or written, as above.

To submit a return or exchange, please print and fill out the [Returns & Exchange Form](#), and include it with your returned wetsuit. This can also be used for wetsuit hires.