



Terms & Conditions

Please read our terms & conditions carefully before placing your order. By using this website and placing an order you agree to be bound by these terms.

If you have any queries, please email our customer services team at enquiries@xterrawetsuits.co.uk

Shipping & Handling

The charge for this service will vary from shipping methods. Your order will need to be signed for and will only be delivered Monday to Friday. A £10.00 charge (which includes insurance) will be required to re-deliver any items in situations where the order was not delivered due to the fault of the customer. These situations are defined as:

- 1 - The order was not signed for because the customer was not present at the listed delivery address.
- 2 - The order could not be delivered because the address provided by the customer was incorrect or incomplete.

All wetsuit hire orders will be shipped at least 2 days before the desired hire start date, in order for the wetsuit to arrive in time.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is still added and it is down to the individual to reclaim this back.

Guarantee & Returns

All new wetsuits come with a 30-day size guarantee (ex-hire wetsuit purchases are final with no guarantee). 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.

In the unlikely event you feel that you have been delivered a damaged product and/ or wish to return it, please email us at enquiries@xterrawetsuits.co.uk. All our hire wetsuits are checked prior to dispatch for previous wear and tear and any defects noted on a wear and tear form. If you order the incorrect size and need to exchange (subject to availability) or return please contact us to discuss. Please note a re-stocking fee of £10.00 will be charged.

Return Instructions

Wetsuits can ONLY be returned by post, you can choose any method/ carrier and you are responsible for paying return shipping.

All hire wetsuits must be returned before or within 2 days of the agreed hire end date (wetsuits must be clean, dry & with a completed Wetsuit Hire Returns Form), otherwise it will result in an additional charge as described in the "Charges" section.

RETURNS ADDRESS:

XTERRA Wetsuits UK, c/o Flostream, Unit 2, Blackthorne Point, Blackthorne Road, Poyle, SL3 0DA.

Include your name and address so that we can identify the wetsuit. It is the responsibility of the customer to return the wetsuit. Recorded delivery is recommended. We will email you upon receipt of your wetsuit.

Charges and Payments

We accept payment by credit or debit card. Payment is taken by secure Cardstream. All credit and debit cardholders are subject to validation and authorisation by your card issuer. If the issuer of your card declines payment, you will be notified at the point of purchase.

The following points outline possible fines that could be charged to your card. No charge will be made before we contact you (by email) to inform you of our action.

- 1 - Dirty/ Wet Cleaning: If your wetsuit is returned to us dirty or wet we will charge you £10.00.
- 2 - Damage: Each rip/ tear or any other undue damage will result in a charge of £10.00 per incident. Any wear or tear already made to the suit will not incur a charge, please contact us immediately if this is the case.
- 3 - Late or Non Return of Wetsuit: If your hire wetsuit is not in our possession within 2 days of the agreed hire end date we will charge you an additional £40 per week until the full retail purchase price of the wetsuit has been reached. This charge will be taken from the original card provided.
- 4 - Any wetsuit returned without the returns form will incur a £10.00 administration fee, which will be taken from the original card details provided.

Cancellations & Refunds

We do not offer refunds on hire wetsuits returned early or unused.

We do not refund for wetsuits if the wetsuit hire is cancelled within 48 hours of the wetsuit being hired out.

Any orders cancelled before the hire date will incur a 10% admin fee. If cancelled within 7 days of hire we will charge a fee of £10.

We do not accept any responsibility for circumstances in which the wetsuit hire is being cancelled. This includes:

- 1 - The wetsuit has not been used due to an event that the wetsuit was going to be used for being cancelled or postponed
- 2 - Any change in conditions resulting in the wetsuit not being used