

### Return and Refund Policy

At Divemahara.com , we are proud to offer a convenient return policy for our customers. We have a 7 day satisfaction guarantee on our available merchandise.

If it is within 7 days and the items are in new condition with original packaging, there is a 100% credit or refund on the item.

If the is within 7 days and the item is used slightly and has the original packaging, we will offer 75% that can be used for your next purchase on the products and services we sell on our website.

To return an item, just follow the simple directions below and we'll take care of the rest.

Visit our **RMA (Return Merchandise Authorization) section**

1. Qualifying items will show up on the list.

2. Verify the item you wish to return and fill in the **"reasons for return."**
  
3. Print out the provided RMA form and include it in the package and include a copy of the payment receipt
  
4. Please pack the item(s) securely and protected.
  
5. All returned products should be in the condition as well as in their original packaging. Please remember to include all warranty cards and manuals.
  
6. Send your package via UPS, FEDEX, ARMEX, TNT, DHL or insured parcel. Please note shipping charges are non refundable. Please advise us the airway bill reference for easy tracking.

Please note to include correct SHIP TO addresses. If the address is incorrect, there will be a AED75, transferred to the customer for the incorrect SHIP TO address,

For services bought online like mangrove kayaking or swimming lessons or scuba diving programs and courses. These services are non-refundable and non transferrable but have cancellation policies upon signing up.

For more information, please contact us at [info@divemahara.com](mailto:info@divemahara.com)