

New
HORIZONS



New Horizons Store Exchange and Return Policy

We understand that sometimes a product may not be exactly what you want or need, so New Horizons strives to make the return and/or exchange process a simple and straightforward one. If you are not satisfied with your purchase, we will gladly help you to exchange or return your product when it falls within the guidelines below.

To exchange or return an item purchased in our store, please bring the item back to New Horizons and our staff will be happy to help you. In order to process the exchange or return, please follow the guidelines outlined below.

Exchange and Return Guidelines

Defective Products

Defective products may be brought in for exchange or repair any time within the applicable warranty period for that particular product, and at the discretion of New Horizons and the manufacturer. Defective or worn products outside of their warranty period may not be returned or exchanged, but we will be happy to help you with a repair or replacement if possible.

Exchange and Return Period

You are welcome to exchange or return any unused, non-defective product with its original tags within 30 days of the original purchase date, less the applicable restocking fee:

- 25% for special order products
- 10% for all other items

Non-returnable items

- Labor and shipping fees
- Items that are damaged or abused
- Items and/or parts that are missing

Original receipt

To help facilitate the return, bring the original receipt as well as photo identification for all exchanges, returns, price matches and warranty repair services.

Refund method

Your refund will generally be in the same form as the original purchase, but at New Horizons' discretion.

New Horizons discretion

New Horizons reserves the right to deny any return.

Thank you for choosing to purchase your diving products and services at New Horizons.