

REFUND / CANCELLATION POLICY

Before returning any product, contact Survival Products, Inc. as return shipping instructions is required to process a return.

It is the customer's responsibility to verify life raft compliance to FAA regulations prior to purchase.

Merchandise that cannot be returned:

Any life raft that has been used, tested, or installed within an aircraft or vessel.

Eligible merchandise as outlined below may be returned for credit or refund within 30 days from date of shipment only if all the following conditions are met. 30% restocking fee applies. Return shipping costs are the responsibility of the customer unless it was a result of our error. If shipping was prepaid on the original order, prepaid freight will be deducted:

Parts must be returned in new, re-sellable, and uninstalled condition.

Packed in original manufacturer's box with no marking or labels on box.

Complete with instructions and all components provided by the manufacturer.

If part shipped with an 8130, documentation must be included.

Damages:

Open and examine all packages promptly. Notify the Survival Products, Inc. Customer Service Department of any discrepancies in the order. Survival Products, Inc. is not liable for any products damaged or lost during shipping.

If you received your order damaged, please contact the shipment carrier or our Customer Support Team directly to file a claim. Please save all packaging material and damaged goods before filing a claim.

If a package delivered by UPS arrives damaged, report this to the driver immediately. UPS will issue a report on the damage to Survival Products, Inc.

Refunds:

All refunds will be sent back to the payment method of your original payment.

Credit card refunds, once approved, will be issued to the same credit card used on the original order. Please allow 10 business days after credit has been approved for your return and refund to be processed. It may take up to 30 days for the refund amount to appear on your card statement.

Do not return any products C.O.D. as it cannot be accepted by our warehouse.