

# Terms and Conditions

**The following Terms and Conditions apply to the use of this Web site as well as all transactions conducted through the site.**

## **Legal Notice**

All notices from Rocky Mountain Rafts to You may be posted on our Web site and will be deemed delivered within thirty (30) days after posting. Notices from You to Rocky Mountain Rafts shall be made either by e-mail, sent to the address we provide on our Web site, or first class mail to our address at: Mailing Address: Rocky Mountain Rafts. 13771 N Fountain Hills Blvd Ste-114-126 Fountain Hills, AZ 85268-3733 Delivery shall be deemed to have been made by You to Rocky Mountain Rafts five (5) days after the date sent.

## **Copyright**

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## **Use Of Site**

This site may contain other proprietary notices and copyright information, the terms of which must be observed and followed. Information on this site may contain technical inaccuracies or typographical errors. Information, including product pricing and availability, may be changed or updated without notice. Rocky Mountain Rafts and its subsidiaries reserve the right to refuse service, terminate accounts, and/or cancel orders in its discretion, including, without limitation, if Rocky Mountain Rafts believes that customer conduct violates applicable law or is harmful to the interests of Rocky Mountain Rafts and its subsidiaries.

## **Privacy Policy**

Rocky Mountain Rafts use of personal information that you may submit to Rocky Mountain Rafts through this Web site is governed by the Rocky Mountain Rafts Privacy Policy. We respect your privacy. Therefore we never share or sell your personal information with any third parties. Any information collected through this site is intended to be used for this transaction only. Your personal information is secured via SSL (Secure Socket Layer) Technology

### Shipping & Delivery

At this time, Rocky Mountain Rafts ships merchandise to locations within the continental United States. The risk of loss and title for all merchandise ordered on this Web site pass to you when the merchandise is delivered to the shipping carrier. Rocky Mountain Rafts will select the most cost effective shipping carrier at the time of purchase; you will be notified via email regarding the carrier and be provided with a tracking number and delivery instructions if applicable. All shipping prices are flat fees listed for deliveries within the Continental US only.

Local pickup is available by appointment only. Please visit the Contact page for Warehouse location. Payment in advance is required unless paid in cash. Please email (info@rockymountainrafts.com) or call 888-785-1844 for an appointment.

### **Return Policy**

You may purchase merchandise from this Web site by using any one of the payment options listed in (payment policy). Rocky Mountain Rafts reserves the right to change its payment procedures at any time without prior notice to you.

At Rocky Mountain Rafts we pride ourselves on providing you with a quality product. If upon receiving and inspecting your item you decide that you want to return it, you will have *14 days* from the date the shipment arrives to return it for a refund minus the shipping cost. Any additional fees associated with a purchase transaction will be deducted from amount of the refund.

No refund for used or worn merchandise! Refunds and canceled orders will be issued via company check for amounts over \$300. Please allow 7 - 14 days for delivery. Customers are responsible for charges associated with shipping of their orders. If you cancel your order after it has been shipped out, the appropriate amount will be deducted from the refund total to cover shipping charges.

All returns should be shipped to:

**Please read carefully for conditions of refund:**

IMPORTANT: Returned item should be *unused*, and exactly in the same condition as you received it from us!

- Carefully unseal the shipping box by removing packing tape from front. Do not rip or damage shipping box.
- Please take a quick note how items are arranged in the box, and how the boat has been folded. You might need it in the unlikely case you decide to pack everything back for a return.
- Unfold the raft on a clean surface free of debris, sand or water. The use of a tarp or plastic is recommended.
- Inflate item for inspection. Do not throw away ANY items associated with shipping.
- Carefully inspect the item and make sure you are happy with your purchase.

**If you decide to return a boat for a refund:**

- Send an email to: [info@rockymountainrafts.com](mailto:info@rockymountainrafts.com) to request a return authorization.
- Fully deflate all chambers of the raft. An electric inflator/deflator is recommended.
- Please make sure that there is absolutely NO debris, dirt, sand or water on the deflated boat.
- Carefully fold the boat back into the same state as it was removed from the box. If there is any air remaining in any chambers, you will not be able to close the box completely.
- Place the folded boat and all accessories back into the box and securely seal it with packing tape.
- You are responsible for shipment of the boat back to Rocky Mountain Rafts. Please insure the shipment for its value.
- Record your tracking number and notify us via email.
- *Please do your best to re-pack the returned items. We reserve the right to charge a 15% restocking fee for items that are not packed the same way we sent it to you, or have any kind of dirt, skid marks or footprints. If we have to clean this item after you return it, you will be charged a restocking fee. Please return items in the same condition as they were sent to you to avoid these charges.*