

Rimaya Archery Lessons:

Cancellation & Refund Policy

At Rimaya Archery, we value your time and ours. Please review the following policy regarding cancellations and refunds:

- **Cancellations made 12 hours or more before the scheduled booking time are eligible for a full refund.**
- **Cancellations made less than 12 hours before the appointment, including same-day cancellations and no-shows, are still eligible for a refund; however, a \$25 fee per person will be deducted.**

This policy applies to all archery bookings, lessons, group sessions, and special events.

We appreciate your understanding and cooperation in helping us provide a consistent and fair experience for all clients.

Rimaya Archery Shop:

Return & Refund Policy

Return Window

- **Returns accepted within 14 days of delivery.**
- **Items must be unused, in original condition, with all accessories/manuals, and in the original packaging.**
- **Proof of purchase (order # or receipt) is required.**

Non-Returnable Items

- **Used or damaged equipment**
- **Custom/personalized items**
- **Clearance / final-sale products**

How to Start a Return

1. Email **archeryrimaya@gmail.com** with your **order #**, item(s), and reason for return.
2. We'll send you return instructions and an authorization number.

3. **Customer pays return shipping** unless the item arrived defective or incorrect.
Please use a **trackable** service.

Damaged / Incorrect Items

- Contact us within **48 hours** of delivery with photos of the packaging and item.
- We'll arrange a **replacement** or **full refund**, including return shipping where applicable.

Refunds

- Processed to the **original payment method** within **5–7 business days** after we receive and inspect the return.
- **Shipping costs are non-refundable** unless the return is due to our error.
- If a return arrives used, missing parts, or not in original condition, we may issue a **partial refund** or decline the return.

Exchanges

- If you need a different size/draw weight/etc., start a return (above) and place a **new order**, or ask us to **process an exchange** when you email.

Questions?

Email **archeryrimaya@gmail.com** and we'll help you out.