

BVSC Store Refund & Exchange Policy

1. General Policy Overview

All sales directly support our organization's programs and operational goals. Because funds are allocated immediately upon receipt, **all sales are final by default**, subject to the specific category conditions outlined below.

2. Physical Goods, Gear & Equipment

For standard physical merchandise and equipment:

- **Original Packaging Required:** Items are **only** eligible for an exchange or return if they are in their **unopened, undamaged original packaging** with all factory tags, labels, and protective films intact.
- **Dry-Fitting Only:** Gear (such as goggles, caps, or accessories) must be tried on dry out of the pool. Once packaging is opened, torn, or discarded, or once an item has been exposed to pool water, it is strictly **non-returnable and non-exchangeable** for hygiene and safety reasons.
- **Return Window:** Eligible exchange or refund requests must be initiated within **14 calendar days** of pickup or delivery.
- **Exchanges & Inventory:** Exchanges are subject to current inventory. If the requested replacement size or item is out of stock, a store credit or refund will be issued.
- **Shipping & Pickup:** The customer is responsible for any return shipping or delivery costs unless the item received was incorrect or defective.

3. Customized, Branded, & Pre-Ordered Merchandise

- **Final Sale:** Items featuring team customization, personal names/numbers, or produced via batch pre-orders are **non-refundable and non-exchangeable**.
- **Defect Exceptions:** If a custom item arrives with a manufacturing defect or printing error, notify staff within **7 days** of receipt with photo documentation to arrange a replacement.

4. Event Tickets, Registration Fees, & Fundraising Raffles

- **Raffles & Games of Chance:** Purchases for raffle entries, tip boards, or chance-based tickets are **100% non-refundable** once processed, per fundraising guidelines.
- **Event & Entry Tickets:** Ticket sales are final. If an event is canceled by the organization without a rescheduled date, ticket holders will be offered a full refund or the option to convert the purchase into a tax-deductible donation.

5. Voluntary Donations & Third-Party Platform Contributions

- **Donations:** Direct voluntary donations to the organization are immediate, irrevocable gifts and are **non-refundable**.

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- **Platform Fees:** Voluntary contributions made at checkout to the hosting platform (Zeffy) are governed directly by the platform's terms and cannot be refunded by our organization.

6. Processing & Support

To initiate an exchange or return, email **Info@BelleVernonSwimClub.com** with your order confirmation number and photo proof of the unopened item in its original packaging. Approved refunds will be processed to the original payment method within **5–10 business days**.