



## Everactive Product Service and Return Policy

### Shipping

Normally we ship from our CA warehouse within a few business days from receipt of order and payment. Transit time in the continental USA is up to one week from shipping. The longer the distance the more time it may take to receive your order. Freight companies tend to serve main urban areas faster than rural areas.

### Shipping costs in the Continental US.

1 board and 1 paddle – Business to Business \$115 add \$35 for residential address  
2 boards and 2 paddles – Business to Business \$190 add \$35 for residential address  
3 boards and 3 paddles – Business to Business \$295 add \$35 for residential address

**Note:** *These rates apply for locations within a 30 mile radius of a major metropolitan city. Please contact us to confirm shipping costs if you are placing a larger order or are outside that 30 mile radius.*

### Shipping of Paddles

We don't charge extra shipping fees for paddles shipped together with our SUP Boards.

### Taxes

No tax on orders from outside the state of Massachusetts.

6.25% Massachusetts sales tax

### Limited Product Warranty

All of our products are guaranteed for materials and workmanship quality under normal and reasonable usage conditions.

Defects covered by our warranty do not include minor, aesthetic blemishes.

### Product Returns

If the item you receive is defective in materials or workmanship please contact us for a fix, a replacement, or a monetary settlement within 30 days.

Do not ship any product to us without getting our approval - Products shipped back to us without our prior authorization will not be accepted.

### Return Instructions

All products must be packed in the original, unmarked packaging including any accessories and manuals with the product.

Everactive recommends that you use a carrier that offers shipment tracking for all returns and either insure your package for safe return to Everactive, or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit.

If you choose not to use a carrier that offers tracking and insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

If you have more questions please feel free to contact us by email at: [info@everactiveonline.com](mailto:info@everactiveonline.com)  
or call: 1 (508) 405-2219