

### If you wish to Return or Exchange your product

If you are not completely satisfied with your purchase, please return it for any reason within 7 working days of receipt for a full refund (less postage costs) by selecting one of the return methods below and filling out the form overleaf.

Items must be returned unused and in an as new condition with all labels attached and in the original undamaged packaging.

### If your product is Faulty or sent in error

In the unlikely event that your product is faulty, we will replace it for you and send you a pre-paid postage label or refund your return postage. Please contact our Customer Service Team on 01326 561040 or [bcdsales@apdiving.com](mailto:bcdsales@apdiving.com) or [ccrsales@apdiving.com](mailto:ccrsales@apdiving.com) to arrange this return.

### Return Options:

Please enclose this form with your product having completed the details overleaf.

#### 1. Return by Post

Please return your item(s) to:

Returns Department  
AP Diving  
Water-ma-Trout Industrial Estate  
Helston  
Cornwall  
TR13 0LW  
United Kingdom

You are responsible for the goods until we receive it, so please select a service that you feel is appropriate. This might include proof of postage or even traceable and insured.

#### 2. Return by Collect+ (UK only)

Collect+ is a distribution network operating from 5000 small shops in the UK. Simply visit [www.collectplus.co.uk](http://www.collectplus.co.uk), click send a parcel, enter our postcode TR130LW and add Returns Department and AP Diving to the recipient details. Select your parcel size and service you require before following the payment and label printing instructions. Attach your Collect+ label to your packaging before you drop it off at your nearest Collect+ location which you will find during the final step of the process on the Collect+ website.

This service can be used for parcels measuring up to 60 x 50 x 50cm and 10Kg. For your convenience, our packaging for BCD's fits within these limits.

#### 3. Return to the AP Diving Factory

If you are local to our factory in Helston, Cornwall, you are welcome to return your product to us directly. Our location can be found @ [www.apdiving.com/contact-us](http://www.apdiving.com/contact-us).

Customer Name	Order Number

Product	Return Qty	Reason Code	Action Code

Please state fault(s) / state replacement item(s) and size

Reason Code	Action Code
Item too big	A Exchange 1
Item too small	B Refund 2
Goods faulty	C
Wrong item received	D
Duplicate parcel	E
Product not as advertised	F
Other (please state)	G