

# Snorkel-Mart Canada

Thank you for allowing us to service your snorkel gear needs. We greatly appreciate your business and hope that your shopping experience was pleasant.

Please contact us immediately if you have any issues related to your order.

We welcome your feedback, and urge you to inform us if you feel that any segment of your transaction was not handled in the most professional manner. We want to hear all feedback; don't hesitate to pass along your positive comments too.

## **Zendive Products & Services Inc.**

**dba : Snorkel-Mart Canada**

PO Box 31 STN Lennoxville

Sherbrooke, QC

J1M 1Z3

Toll-Free : 1-866-683-3872

Tel. : 819-565-8093

Email : [customercare@bigtimetrading.com](mailto:customercare@bigtimetrading.com)

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## **30 Day return policy**

If you need to return or exchange any product from your order, you may do so under our 30 day return policy.

### **Conditions:**

- The return policy commences on the ship date and is valid for the following consecutive 30 days.
- Returned product **must not have been in the water** and must be returned with all of the manufacturer's original packaging.
- Shipping charges for returned goods are the responsibility of the customer.

Before returning any product to Snorkel-Mart, please contact us either by phone or email. Your issue could have a solution that does not require you to return your product.

When returning product to Snorkel-Mart, please include a copy of your invoice, a brief explanation of why you are returning the product and how you would like us to respond.

**IMPORTANT:** If you received free freight based on your order totaling over \$100.00, and you return items for credit that result in your revised order totaling less than \$100.00 – we do reserve the right to apply the cost of shipping that we paid Canada Post to your account before your refund is processed.

## **Warranty**

If you experience any problems with your equipment during use, it may be covered by the manufacturer's warranty. Please contact us so we may assist you with any potential warranty issues.

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**Thank you for your business**