

Return and Refund Policy

Cancellations & Refunds: At Explore Extremes we pride ourselves on having the best return policies in the industry. Cancel your order any time before it ships completely free of charge (exceptions apply such as custom orders, see below).

If you have questions, please send an email to support@exploreextremes.com or call us at (307) 317-6771

Cancellations (Before Order Ships)

If you need to cancel an order, please contact us as soon as possible so we can refund you in full before your order leaves the warehouse. Reach agents during business hours at (307) 317-6771, the chat in the bottom right, or email support@exploreextremes.com any time.

Cancellations of Custom Orders

Custom or made-to-order products cannot be canceled or refunded as these products are put into production specifically for your order. Custom order brands include Jumei Tent.

These units are custom-made to your specification or created once you order. Once you place your order they start building your unit. Your warranty will guarantee you a fully functional and operational product. If it is not clear whether your order is custom or made to order, please message or call us.

All sales are final for Custom made and Made-to-order products.

Refunds and Returns

If you need to exchange your product, you may do so. You, as the customer, are responsible for any shipping costs throughout any returns and exchange processes.

Due to drastically increasing LTL/freight shipping costs, any outright returns will incur a 25% cancellation fee + return shipping costs. If you are replacing the product with something else, we may be able to help you cover some of the costs depending on the product.

Shipping Times

We promise to do our best to get your order to you as soon as possible. We provide estimated shipping times on the product pages. All orders are dispatched within 1-2 business days and delivered within 5-7 business days.

Order delays have proven to be unavoidable and outside of Explore Extremes control. While this might be frustrating, we ask you to please be patient and understanding with us in these tough times. We thank you for your business and appreciate your patience.

Please Read the Following

When you are making a purchase from Explore Extremes, you are acknowledging the following of the Exchange Agreement:

- I understand I am to inspect the package upon delivery, and notate and take pictures if there is any damage and provide it to Explore Extremes within 24 hours of the product being delivered.
- I understand that I am responsible for the cost of return shipping and the cost of a new product shipping in the case of a refund or exchange.
- I understand that products need to be returned unopened and unused. An additional restocking fee may occur.
- I understand that if my order has left the warehouse, I am unable to receive a full refund.
- I understand that if I return my order once it has shipped, I will be responsible for paying any return shipping fees and restocking fees, which vary by product, but are usually around 25%.

Damages

Please inspect the packaging of your item(s) when they arrive, if you notice any damage, you should make note of it when signing for delivery. If your item(s) arrive damaged please send photos of the damage, box, and SKU, along with a brief description of the damage to support@exploreextremes.com and we will process an insurance claim on your behalf. Photos and videos must be sent for freight damage within 24 hours of arrival or the freight damage claim will not be valid. Any punctures or visible signs of exterior damage must be reported within 24 hours.

Warranty

Warranties vary depending upon the manufacturer. Please refer to the **Return and Refund Policies for Individual Brands** section of this document for specific Warranty Policies, as some items may have different warranty conditions. Warranty damages occur over time and from use. If an item was damaged upon arrival, and not reported within 30 days, that is not a warranty claim.

Returns

The Explore Extremes default is that customers will be responsible for all return shipping charges or re-consignment fees caused by customer error, unless otherwise stated on the product page.

All of our products have guaranteed warranty policies - meaning that you will 100% get a fully functional, operating product that you paid for without any extra expenses incurred on your end - please see individual product pages for details.

Return Window

Our standard return window is 30 days from the date of ordering, applicable to all unused and unopened products in their original packaging. However, some brands may have different return windows or conditions. Please refer to the **Return and Refund Policies for Individual Brands** section of this document for specific Return and Refund Policies, as some items may have different return windows or conditions. If no specific return policy is mentioned on the product page, the 30-day standard policy will apply.

BOGO Promotions

In the event of a BOGO promotion, both items must be returned for a full refund. If one of the two items is returned, you will get a replacement of that item or store credit for the value of that item when purchased on its own. If your order has shipped, you (the buyer) will also be responsible for actual return shipping charges and depending on the manufacturer, potentially a restocking fee. Refunds will only be issued to the original credit card that you used when placing your order.

All customers agree that they have read, understand, and agree to the terms and conditions above.

Individual items will have varying refund and return policies depending on the manufacturer. Please see individual product pages for details or contact support@exploreextremes.com.

Chargebacks

Our team of agents is here to assist you and resolve any issues. We have purposefully made our policies as fair as possible, and we believe they are the top in the industry. We are on your team. We are immediately responsive and will do all that we can to help you out and provide the best resolution.

Given this, any customer that files a fraudulent chargeback will be held criminally liable for theft. If you have not received a product, or have an issue with a product that you did receive, please contact us, and we will help you resolve your issue. Please do not file chargebacks for issues that we can resolve together. Thank you for shopping with us!

Contact support@exploreextremes.com for any questions.

Return and Refund Policies for Individual Brands

Return and Refund Policies for Sea Eagle Products

Returns:

For Sea Eagle products, all wholesale orders are final. No returns are accepted other than for warranty issues. While there are no returns, we do cover manufacturers' defects for 1 year for inflatables used for rentals and 3 years for customer purchases.

Warranty:

All Sea Eagle products are guaranteed against manufacturing defects for 3 years from date of purchase from Sea Eagle. See www.seaeagle.com/Warranty for details.

Sea Eagle Boats will not accept any merchandise for credit. This includes defective items and buyer's remorse.

If our product is found to be defective, we will repair or replace it. Call for Return Authorization number (RA#). Defective items will not be accepted for credit. Returns without Return Authorization # will not be accepted at our warehouse. RA# must appear on the outside of all returns or they will be refused. Return shipping charges will be the responsibility of the customer. Sea Eagle will be the final arbitrator in interpreting the extent and remedy of warranty.

Sea Eagle may require the product to assess the validity of the warranty claim. Shipping charges will be the responsibility of the customer.

Address corrections, changes or cancellations:

There is a \$17.60 per box fee plus shipping associated with updating an address after an order has been shipped.

Return and Refund Policies for Marathon Boat Group Products

We accept returns on parts and accessories that have not been used, demoed, worn, or altered. All returns require Return Authorization initiated within 30 days of the purchase date. Shipping

charges are non-refundable. Customers may obtain Return Authorization by contacting Marathon Boat Group (MBG) directly.

Upon receipt of the returned item, it will be inspected to ensure the condition is the same as when shipped. Once confirmed, a credit will be processed (excluding original shipping & re-stocking fees) in the same manner as the original payment. MBG recommends shipping returns through an insured, traceable carrier.

Return and Refund Policies for Taiga Board Products

- 3 Years [Warranty](#)
- 30-day [Return Policy](#)

Return and Refund Policies for AEBoard Products

Warranty:

- This board is covered by a **90** days manufacturer's warranty that defects in workmanship and material. This does not cover damage caused by abuse, misuse, negligence, accident, or riding in water.
- The AEboard can be easily repaired by replacing the broken part. We will always diagnose and send free replacement parts for boards under warranty, shipping fees will be collected.
- The water damage, wheel wear, and artificial damage are NOT included in the warranty.

Refund Policy

- We don't refund when your order is shipped out.
- We don't refund when there is an issue with the product you received.
- We don't accept returns.

Return and Refund Policies for Aqua Marina Products

Warranty:

At ORPC we stand by our products. Satisfied customers are our goal, and we work diligently towards this outcome.

ORPC products come with a standard warranty as stated in the manual:

For MSpa Lite/Comfort Inflatable Spa

- SIX (6) months for the spa pool

- Twelve (12) months for the electric part

For MSpa Premium/Urban/Muse/Frame Inflatable and Portable Spa

- Twelve (12) months for the spa pool
- Twelve (12) months for the electric part
- Twenty-four (24) months for the rigid wall frame

For Aqua Marina ISUP boards

- Twenty-four (24) months (board only)

For Aqua Marina Air Platform, Steam, Betta, Caliber, Laxo, Memba, Ripple, Tomahawk, Cascade, Halve, Blue Drive Power Fin Set, Deluxe Boats, Aircat Catamaran, T-18Motor, Electric Pump, Pure Air (PA-AK04P excluded)

- Twelve (12) months

For Aqua Marina Motion boat, Wildriver boat, Classic boat, Pure Air (PA-AK04P), Light set for Glow SUP

- SIX (6) months

ORPC products with manufacturer warranties are warranted by us against defects in materials and manufacturer workmanship for the designated period from the date of product arrival at the shipping address. Warranty coverage is provided if the recommended installation procedures have been followed. After the warranty has expired, a service fee will be charged.

Verification of the warranty period requires copies of receipts or other proof of purchase.

- The warranty is valid only when this product is used for normal recreational activities and does not -cover products used in rental or school operations.
- ORPC will make the final warranty determination, which may require inspection or photos clearly showing the defects. Product can be returned only if a return authorization number is given in advance by ORPC, or it will be refused.

Returns:

Received Damaged or Defective Product: To assist us, the customers must provide photos or videos outlining the issue. ORPC will provide the customer with any replacement parts/units needed for a complete operational product along with detailed technical support. If the defective or damage can't be fixed by a replacement part, consumers will be eligible for a new functional unit.

ORPC products and accessories may be eligible for return or exchange if they meet the following terms

- Item is returned within 14 days of the original purchase date
- 15% restocking fee applies to any refunds issued on returned merchandise
- Merchandise must be unused and in original packaging with labels intact
- Receipt of purchase and image of the original products packaging must be present

Buyer's Remorse Purchases: The customer is responsible for the return shipping fee. The product must be unused and in the same condition that it was received.

To receive a refund, it is critical that you have a Return Merchant Authorization (RMA) to ensure that your refund is credited to the correct account. Send us an email

at support@exploreextremes.com within the first 14 days after receiving the product, and one

of our customer service representatives will send you your RMA (valid for 7 days) along with return instructions.

Return and Refund Policies for Gumotex Products

Warranty:

GUMOTEX USA, Inc. (hereinafter referred to as “GUMOTEX”), warrants each new inflatable raft, kayak, canoe or other Boats (hereinafter referred to as „boat“), including its seams, coating, and parts, to be free from defects in material and workmanship under normal use (meaning, inter alia, the use of the boats in accordance with the user manual, which is part of the delivery or can be downloaded from the GUMOTEX website) and service conditions and under this warranty policy.

This warranty is valid for a period of two (2) years from the date of purchase for boats intended by the buyer to be used and being used only in individual self-guided activities, and for a period of two (2) years from the date of purchase for boats intended by the buyer to be used or being used in commercial or outfitted operations. GUMOTEX disclaims all other express or implied warranties. GUMOTEX will not be responsible for any consequential or incidental damages caused by or resulting from the use or performance of GUMOTEX products.

In the event of any potential defects, covered by the warranty, the owner must provide an e-mail notification (Warranty Claim) to GUMOTEX at support@exploreextremes.com without undue delay after discovery of the defect and the notification must be delivered to the GUMOTEX still within the warranty period.

The notification must include:

- Dated proof of purchase or original invoice, for original owner.
- High resolution photo or video showing serial number (where relevant).
- High resolution photo or video showing the entire product.
- High resolution photos or video of defective portions of the product. If leaking, show leak with and without soapy water.

All repairs covered by the warranty, will be carried out at GUMOTEX’s factory or at designated repair stations authorized by GUMOTEX. Upon notification of a defect, GUMOTEX will instruct the owner on where to ship the boats for repair or replacement. Shipping costs are the responsibility of the owner, and GUMOTEX assumes no liability for shipping costs or losses incurred during the transport of the boats or during repairs or warranty work.

GUMOTEX or its authorized repair stations reserve the sole discretion to determine the extent of any defect whether it is covered by the warranty and whether the boats will be repaired or replaced.

During the warranty period, all repairs and replacements of the boats due to defects covered by the warranty will be paid for by GUMOTEX. However, this warranty does not apply to boats that have been repaired or modified outside of GUMOTEX 's factory or authorized repair stations in a manner that, in GUMOTEX 's sole judgment, affects the serviceability or reliability of the boats. Any repairs due to normal wear and tear, accidents, tears, punctures, abrasions, negligence, alterations, misuse, or abuse will be at the owner's expense.

The decision of GUMOTEX 's factory-trained experts regarding liability or the need for repair or replacement is final.

This warranty described above supersedes any other warranties, whether expressed or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

The parties acknowledge that the owner's exclusive remedy against GUMOTEX is limited to repair or replacement as outlined herein. The buyer agrees that no other remedies, including but not limited to incidental or consequential damages for lost profits, lost sales, or any other incidental or consequential losses, will be available.

The buyer and user of a GUMOTEX product are responsible for determining its suitability for any selected use and assume all associated risks.

What is NOT covered under warranty?

- Normal wear and tear
- Freight damage (freight claim must be filed to cover shipping damage)
- Damage while in storage (freeze or other damage)
- Repairable cuts, punctures, or tears due to external forces
- Damage caused by sharp object when opening boxed product
- Damage caused by dragging product
- Damage caused by exceeding the maximum weight and/ or user capacity
- UV Damage without proper treatment (material breakdown, fading)
- Damage, or failure due to over-inflation including thermal over-inflation from sun exposure
- Vandalism or intended damage
- Product failure due to force majeure, acts of God, or inclement weather
- Improper maintenance and/or cleaning
- Damage caused by animals or plants including marine growth
- Damage caused by chemicals or poor water quality

Returns:

GUMOTEX GUARANTEE

When your order arrives, please immediately and carefully check each item. If for any reason you're not satisfied with the product (for exceptions see below), you may return it under the conditions set out below.

RETURNS

At GUMOTEX USA, Inc. (hereinafter referred to as "GUMOTEX"), we are committed to providing exceptional customer service and maintaining the integrity of our brand. Our goal is for you to cherish your GUMOTEX inflatable just as much as we do. However, if you find yourself unsatisfied with your purchase, we offer returns within the initial 14 days of purchase.

All return products must be new, undamaged and show no noticeable use or wear and must be in the original box including all parts, accessories, and packaging.

The return of the product must be accepted and confirmed by GUMOTEX before sending. For the confirmation and return process, please contact us at support@exploreextremes.com. We will provide you with all the necessary information about the return process. Returns without this confirmation will be refused and products will be sent back to you at your expense.

Your complete satisfaction is our goal.

Special orders, drop ships and custom merchandise are non-returnable or may be subject to a restocking fee. In particular the following products are non-returnable:

- Used products;
- Products with damages;
- Customized products.

EXCHANGES

Products purchased online cannot be exchanged online. If you wish to return a product (see above) and order a new one in its place, GUMOTEX will be happy to assist you with pro-rated shipping on your new product. In this case, please contact us at support@exploreextremes.com.

REFUNDS

Unless you choose to return a product and order a new one (see the exchanges above), once the product has been received, please allow 3-5 business days for processing once the product is received by GUMOTEX.

BY USING THE SITE, YOU AGREE TO THESE TERMS OF USE; IF YOU DO NOT AGREE, DO NOT USE THE SITE.