

Returns + Exchanges on Dive Gear and accessories

Returning & Exchanging Purchases

Returning orders / purchases is easy - send back your unwanted items by mail or bring them to our Knoxville, TN store. To return by mail, items may be returned or exchanged within 30 days from the date of delivery. All returns and exchanges may be subject to a 20% restocking fee. Special order items aren't eligible for refunds.

1. Find Your Order Number - Select the product you want to return or exchange
2. Contact us to let us via email at info@alphadivers.com to let us know about the return / exchange After you've contacted us about a return or exchange, follow the instructions, package and ship back.
3. Attach copy of invoice and a written description of what is wrong, defective or needs to be exchanged. Pack and ship back to us.

Returning In-Store Purchases

Items bought in our Knoxville store can be returned to our store. Items may be returned or exchanged within 30 days from the date of purchase. Bring your item and receipt to the store to return. Returns will be credited back to your original form of payment and can take between 1-10 business days.

Online Orders

Returning & Exchanging Online Orders / in store purchases

Returns and exchanges are subject to a 20% restocking fee. To return or exchange items purchased on AlphaDivers.com, by Invoice or by phone, follow these easy steps:

1. Find Your Order Number
 - Select the product you want to return or exchange
2. Contact us via email at info@alphadivers.com to let us know about the return / exchange
 - After you've contacted us about a return or exchange, follow the instructions, package and ship back.

3. Attach copy of invoice and a written description of what is wrong, defective or needs to be exchanged.

Next, get your package ready to mail back to us. Add your items and tape your package securely. You're all set! Just schedule a pickup or drop off at any authorized facility to ship it back.(USPS, UPS, FEDEX)

If you are returning items from a multiple orders, please start a return for all items and include the receipt, packing list or order confirmation email from each order in your package.

Buyer is required to pay all shipping cost for the return. Please allow approximately 1-2 weeks for return processing. You will receive a refund notification from us when your return has been processed, and refunds will take an additional 1-10 business days to credit back to your original form of payment.

4. Exchanges

If you are exchanging your items, please make sure to send back any items you're returning within 30 days to avoid being charged restocking fees and etc. Your exchange order will be processed immediately so you can get your new items ASAP!

Returns + Exchanges

on Classes & Dive Trips / Travel

Class Refund Policy

When enrolling in any of our scuba programs you will always be pre-qualified. It is important that you are physically and psychologically fit to dive safely and know how to swim. Once enrolled you have 72 hours to withdraw from the class and be eligible for a FULL refund of your tuition less a registration fee. Beyond 72 hours any refunds are at the sole discretion of ALPHA DIVERS, LLC. Additionally if you fail to show up for class or fail either the academic, confined water, or openwater portions of the program you will not be eligible to receive any refund. However, in the event of a medical or family issue or are called to military duty refunds will be considered. Once enrolled you have 1 year to complete the course.

If you are not comfortable or have any difficulties in the confined water we are happy to work with you but any additional training will be at the expense of the student. These fees will be based on how many additional sessions are required and will cover equipment, facility, and the instructor.

Prior to any issued refunds all training materials must be returned in the same conditions as issued and within 72 hours for a FULL refund. The full MSRP on all student materials will be deducted from any refund under consideration.

All refunds must be requested in writing.

Travel Refund Policy

GROUP TRAVEL CANCELLATION POLICY

ALPHA DIVERS, LLC. maintains the following Trip Cancellation Policy, which is binding upon trip members booking a trip through or with ALPHA DIVERS, LLC.

- ALPHA DIVERS, LLC strongly recommends purchasing travel insurance immediately upon booking your trip.
- Group Trip Land Cost: ALPHA DIVERS LLC and its cooperative destinations incur unrecoverable charges preparing group trips.
- Cancellations that occur prior to noon 60 days prior to departure will result in forfeiture of entire deposit(s) or all unrecoverable payments, whichever is greater.
- Cancellations occurring from noon 60 to noon 31 days prior to departure will result in a non-refundable penalty equal to deposit(s) plus 50% of remaining land costs or all unrecoverable payments, whichever is greater.
- There are no refunds if cancellations occur later than noon 31 days prior to the date of departure.
- Airfare Cost: Group airline tickets are nonrefundable.
- Any vouchers or refunds for unused plane tickets are in accordance with the terms of the respective carriers and will be subject to a \$50 handling fee payable to ALPHA DIVERS, LLC the additional services required.

Changes may be made in airline schedules and routing and these are at the sole discretion of the airline; ALPHA DIVERS, LLC is not responsible for these changes. We will do our very best to work with the respective airlines to re-secure air reservations—however, any additional costs that may be incurred that are not covered by the airlines are the responsibility of the trip member. Travel insurance is strongly recommended.

• Note: ALPHA DIVERS, LLC retains the right to cancel any trip prior to departure. If ALPHA DIVERS, LLC cancels a trip, it will provide a full refund of land cost, which constitutes full settlement. ALPHA DIVERS, LLC is not responsible for additional expenses incurred by trip members in connection with the trip. This includes, but not limited to, nonrefundable air tickets, visa fees, equipment, medical expenses, and damages of any kind if your trip is canceled or rescheduled for ANY reason.

The trip must be paid in full prior to departure.

In the event your trip is canceled due to weather or other circumstances beyond our control your trip fees can be applied towards a future trip.

If you cancel out of the trip all fees may be forfeited. In the event of a medical or family issue or are called to military duty partial refunds may be issued. All refunds must be requested in writing to be considered.

ALPHA DIVERS, LLC will not vary from this Trip Cancellation Policy regardless of the situation, except for any more stringent policies that apply to a specific trip.