

Right of Withdrawal and Return Procedure - USA

Last update: May 2024

Please consider before purchasing and if you have doubts, please read included articles to reduce unnecessary emissions:

[https://blog.cleanhub.com/ecommerce-returns-environmental-impact#:~:text=While%20many%20retailers%20offer%20free,year%20\(Optoro%2C%202022\)](https://blog.cleanhub.com/ecommerce-returns-environmental-impact#:~:text=While%20many%20retailers%20offer%20free,year%20(Optoro%2C%202022))

<https://www.nature.com/articles/s41558-021-01246-9>

<https://edition.cnn.com/cnn-underscored/home/returning-online-purchases-bad-for-environment>

OCEAN REEF is committed to quality and customer satisfaction. If you are not satisfied with your order, we are here to help. Below is our return policy:

1. **Eligibility for Returns**

- Items must be returned within 30 days of the original purchase date.
- Items must be unused, in the same condition that you received them, and in the original packaging.
- A receipt or proof of purchase is required for all returns

2. **Return Process**

- To initiate a return, please contact our customer service at orders@oceanreefgroup.com or call 800-922-1764 / 760-744-9430
- Provide your order number and the reason for your return.
- We will provide you with a Return Authorization (RA) Number and instructions on how to send back your item.
- Please note that your RA # needs to be visible on the outside of the box

3. **Refunds**

- Once we receive your item, we will inspect it and notify you if your return is eligible for a refund.
- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within approximately 14 business days, from receipt at our facility.
- Please note that original shipping costs are non-refundable & you are responsible for any costs associated with returning the product

4. **Exchanges**

- We will be happy to replace any items that are defective or damaged. If you need to exchange an item for the same product, please contact us at orders@oceanreefgroup.com or call 800-922-1764 / 760-744-9430

5. **Shipping Returns**

- To return your product, mail it to: Ocean Reef Inc., 2510 Island View Way, Vista, CA 92081. Please ensure your RA # is visible on the outside of the shipping box. Packages without an RA # will not be accepted.
- You will be responsible for paying for your own shipping costs for returning your item.
- We recommend using a trackable shipping service or purchasing shipping insurance. Ocean Reef is not responsible for any lost or damaged shipments.

We appreciate your business and are committed to making returns as easy as possible. Thank you for shopping with Ocean Reef.

For any questions regarding our return policy, please contact us at orders@oceanreefgroup.com or call 800-922-1764 / 760-744-9430