Water Warriors Online

Shipping Policy

Water Warriors Inc.

July, 17 2020

Water Warriors Inc. ("we" and "us") is the operator of

(https://www.waterwarriorsinc.com) ("Website"). By placing an order through this

Website you will be agreeing to the terms below. These are provided to ensure

both parties are aware of and agree upon this arrangement to mutually protect

and set expectations on our service.

1. General

Subject to stock availability. We try to maintain accurate stock counts on our

website but from time-to-time there may be a stock discrepancy and we will not

be able to fulfill all your items at time of purchase. In this instance, we will

fulfill the available products to you, and contact you about whether you would

prefer to await restocking of the backordered item or if you would prefer for us

to process a refund.

2. Shipping Costs

Shipping costs are calculated during checkout based on weight, dimensions and

destination of the items in the order. Payment for shipping will be collected

with the purchase.

This price will be the final price for shipping cost to the customer.

3. Returns

3.1 Return Due To Change Of Mind

Water Warriors Inc. will happily accept returns due to change of mind as long as

a request to return is received by us within 30 days of receipt of item and are

returned to us in original packaging, unused and in resellable condition.

Return shipping will be paid at the customers expense and will be required to

arrange their own shipping.

Once returns are received and accepted, refunds will be processed to store

credit for a future purchase. We will notify you once this has been completed

through email.

(Water Warriors Inc.) will refund the value of the goods returned but will NOT

refund the value of any shipping paid.

3.2 Warranty Returns

Water Warriors Inc. will happily honor any valid warranty claims, provided a

claim is submitted within 90 days of receipt of items.

Customers will be required to pre-pay the return shipping, however we will

reimburse you upon successful warranty claim.

Upon return receipt of items for warranty claim, you can expect Water Warriors

Inc. to process your warranty claim within 7 days.

Once warranty claim is confirmed, you will receive the choice of:

(a) refund to your payment method

(b) a refund in store credit

(c) a replacement item sent to you (if stock is available)

4. Delivery Terms

4.1 Transit Time Domestically

In general, domestic shipments are in transit for 2 - 7 days

4.2 Transit time Internationally

Generally, orders shipped internationally are in transit for 4 - 22 days. This

varies greatly depending on the courier you have selected. We are able to offer

a more specific estimate when you are choosing your courier at checkout.

4.4 Change Of Delivery Address

Orders placed before 02 PM - AEST (UTC+10) will be dispatched the same day,

otherwise, within the next business day.

Our warehouse operates on Monday - Friday during standard business hours, except

on national holidays at which time the warehouse will be closed. In these

instances, we take steps to ensure shipment delays will be kept to a minimum.

4.4 Change Of Delivery Address

For change of delivery address requests, we are able to change the address at

any time before the order has been dispatched.

4.5 P.O. Box Shipping

Water Warriors Inc. will ship to P.O. box addresses using postal services only.

We are unable to offer couriers services to these locations.

4.6 Military Address Shipping

We are able to ship to military addresses using USPS. We are unable to offer

this service using courier services.

4.7 Items Out Of Stock

If an item is out of stock, we will dispatch the in-stock items immediately and

send the remaining items once they return to stock.

4.8 Delivery Time Exceeded

If delivery time has exceeded the forecasted time, please contact us so that we

can conduct an investigation.

5. Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be

able to follow the progress of their shipment based on the latest updates made

available by the shipping provider.

6. Parcels Damaged In Transit

If you find a parcel is damaged in-transit, if possible, please reject the

parcel from the courier and get in touch with our customer service. If the

parcel has been delivered without you being present, please contact customer

service with next steps.

7. Duties & Taxes

7.1 Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the

website

7.2 Import Duties & Taxes

Import duties and taxes for international shipments may be liable to be paid

upon arrival in destination country. This varies by country, and Water Warriors

Inc. encourage you to be aware of these potential costs before placing an order

with us.

If you refuse to to pay duties and taxes upon arrival at your destination

country, the goods will be returned to Water Warriors Inc. at the customers

expense, and the customer will receive a refund for the value of goods paid,

minus the cost of the return shipping. The cost of the initial shipping will not

be refunded.

8. Cancellations

If you change your mind before you have received your order, we are able to

accept cancellations at any time before the order has been dispatched. If an

order

has already been dispatched, please refer to our refund policy.

9. Insurance

Parcels are insured for loss and damage up to the value as stated by the

courier.

9.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed

their investigation into the claim.

9.2 Process for parcel lost in-transit

We will process a refund or replacement as soon as the courier has conducted an

investigation and deemed the parcel lost.

10. Customer service

For all customer service enquiries, please email us at

jgradek@waterwarriorsinc.com