

KITE FORCE ACADEMY LLC SALES POLICY

Use of wind sports equipment requires safety training. When purchasing any equipment and/or product from KITE FORCE ACADEMY LLC you assume all responsibility for any damage/injury that may result from using this equipment and/or product in any way. KITE FORCE ACADEMY LLC assumes no liability for the use of any equipment and/or products purchased, and by purchasing this equipment and/or product from KITE FORCE ACADEMY LLC, you understand, acknowledge and accept this release of liability.

CUSTOMER SERVICE: KITE FORCE ACADEMY LLC is dedicated to providing the best kiteboarding education for our students. We are the Midwest's premier kiteboarding school and our instructors strive to teach the most up to date teach methodologies for our students. If you have any questions about gear or services purchased from KITE FORCE ACADEMY LLC, please contact our Customer Service Department at 201-822-KITE (5483), Monday – Sunday 9am-9pm (CST).

7 DAY SATISFACTION GUARANTEE AND RETURN POLICY: All kiteboarding goods purchased from KITE FORCE ACADEMY LLC carry a 7 Day Satisfaction Guarantee from the date of the purchase. If you are dissatisfied with a product purchased from KITE FORCE ACADEMY LLC, we will issue you a full refund of the purchase price of the new product. Used gear purchases are not eligible for refund. All products must be returned in new condition, unopened, and with no damage. This product must be returned to KITE FORCE ACADEMY LLC, at your expense if shipped, within 7 days from the original purchase for you to receive store credit. All sales are final for items on sale and after the 7 day period is over. All returns must include the original receipt. Soft goods are not eligible for the 7 Day Satisfaction Guarantee.

LESSON POLICY: All lessons and camps are pre-paid upon booking with KITE FORCE ACADEMY LLC to assure a timeslot and the availability of an instructor, equipment and/or boat. In the event of a postponement or cancellation, your lesson or camp will be promptly rescheduled to the next available lesson or camp time. If a lesson or camp is cancelled due to weather, you will be issued store credit equivalent to the value of the lesson or camp booked. If you fail to show up at the time of your scheduled lesson or camp, or fail to call to postpone your scheduled lesson or camp, you will forfeit the value of your lesson or camp and will not receive a credit. If you fail to show up on time for your scheduled lesson or camp, the amount of time you are late will be deducted from the total lesson or camp time.

CANCELLATION POLICY: All lessons and camps may be cancelled or rescheduled, with a complete store credit refund, up to 7 days before the scheduled lesson or camp time. A rescheduling fee of \$150.00 will be applied to any lesson or camps cancelled or rescheduled within 7 days of the scheduled lesson or camp start time, and the remaining balance will be placed on your store account. If your lesson or camp is cancelled by KITE FORCE ACADEMY LLC, you will receive store credit equivalent to the value of the lesson or camp booked or we can reschedule your lesson at a later date. The store credit is transferable to another party as long as this is confirmed by KITE FORCE ACADEMY LLC. No store credit will be issued for cancellations or no shows within a 48 hour period of a lesson or camp.

WARRANTY: A warranty claim is initiated by emailing a digital photo of the damaged gear, description of the damage, how the damage occurred, the product's serial number, and a copy of your original invoice to info@KiteForceAcademy.com. You are responsible for shipping charges for returned product.

Contact Information and Inquiries:

Kite Force Academy LLC

Website: <http://www.KiteForceAcademy.com>

Email: info@KiteForceAcademy.com

Number: 201-822-KITE (5483)