



Postage and packaging

Postage and packaging for each wetsuit is £6.00, which is non-negotiable. The item will need to be signed for on delivery. The original delivery charge will be charged again to re-deliver a wetsuit in situations where the item was not delivered due to the fault of the customer, such as address provided by customer is incorrect or the customer was not able to sign for the item or collect it from the sorting office.

Payments

Payment is to be online when you order via the www.yondasports.com website. The full price of the wetsuit rental must be received before the suit is posted. The full price includes hire fee + deposit & postage/handling fees.

This is a security measure for Yonda to cover us in the eventuality that the wetsuit is not returned to us. If you wish to keep the hire suit at the end of the hire period simply need notify us by emailing sales@yondasports.com and we will not refund your deposit. Otherwise please return the hire wetsuit to Yonda (see details below) and the deposit of the suit, less any charges for damage/cleaning, will be returned to you.

Damages and handling of the wetsuit

The wetsuit is YOUR RESPONSIBILITY once in your possession. Please treat it as such and look after it accordingly.

Please take a few minutes to read the information on the Yonda website and read our [sizing guide](#), if in doubt please contact us at sales@yondasports.com and we will try our best to help. If you wish to exchange the size of your wetsuit once it has been delivered to you, you will be required to pay the postage costs again. The replacement will be issued once the postage fee has been received and the original wetsuit has been received back.

Due to the delicate nature of the material, small damages such as nicks can all be part and parcel of wearing a triathlon wetsuit. We advise that you take good care when putting your wetsuit on and off, and if possible, to **wear gloves** to help minimise the risks of nicks caused by fingernails.

Damages are charged as:

- £10 for cleaning
- £10 for each hole/rip/tear/undue damage
- £10 if the suit is wet (unless returned at an event directly)
- Full cost if the wetsuit is damaged beyond repair

If a suit is nicked then we are happy for you to repair the suit yourself, this can be done using a specialist Neoprene Glue such as **Black Witch**. If nicks are carefully repaired, we won't charge for fingernail nicks on a returned suit. Suits that haven't been repaired will be charged at £10 per nick (deducted from deposit return) and we'll send photos of all nicks along with a diagram detailing their location(s) on the suit.

Ultimately, we want you to be happy swimming in our products and not worrying about any penalty charges when you should be having fun at your event(s).

If you want advice on repairing a wetsuit, please send us photos to sales@yondasports.com and we will be happy to advise.

Returning your wetsuit

The wetsuit must be returned to Yonda NO LATER than the final day of the calendar month you booked the suit for. Please remember to enclose your name and address and if possible, your order number / original packing list sent with the suit. If you want a size exchange please add a note with the package.

We do not offer a hire fee refunds on suits which are returned unused.

Please allow up to 28 days from the date we receive your suit at Yonda, for the deposit refund to be credited to your account.

When returning the suit please ensure you use a trackable postage method and enter the tracking code on our returns centre. The suit is YOUR responsibility until it is received by Yonda, Honley Business Hub, Westgate, Honley, HD9 6AA, UK. Yonda will confirm when we have received the suit, providing you have added all of the above information with the parcel.

The suit must be returned to Yonda in the same condition it was sent out in.

It must be completely rinsed clean, totally dry and with no damage and turned the right way out. Each returned suit is individually inspected, and the charges defined in the damages section will be made where applicable.

Late return fees

Late suits are charged at £25 for each week they are late after the last day of the hire agreement. A FULL week will be charged regardless of whether the wetsuit is returned inside that week.

Remember should you decide after wearing the suit that you now want to buy it, let us know, by emailing sales@yondasports.com.

Cancellation of a Hire Reservation

We can accept a reservation cancellation prior to the dispatch of the hire goods, in which case any prepayment will be refunded in full.

For online orders hired but not used - Once hire goods have been dispatched for a period of more than 8 days even if they are not used, the hire charge cannot be refunded.

Exceptions - if within 7 days of receiving the hired items the customer gives written notice to sales@yondasports.com direct by email or in a letter, that they wish to cancel and return the hire items for a refund then all returned products must be returned unused in the original packaging with packaging still sealed and in a saleable reusable condition.

Once received back and inspected a full refund will be given as long as the products returned to us are in a fully resalable unused condition. We reserve the right to refuse a refund on the item, should the item be deemed to have been used. All refunds include hire and deposit fees, however does not include a refund of post and packaging or handling fees.

Postal Address: Yonda, Honley Business Hub, Westgate, Honley, HD9 6AA, UK