

Payments, Returns, and Shipping Policies for Everglades Fishing Company

Payment, Return, and Shipping Policies:

Payment Methods: Everglades Fishing Company accepts VISA, MASTERCARD, DISCOVERY, AMEX, and PAYPAL. All credit cards are electronically verified by SWIPE via a SSL bit secure server prior to billing and shipping for your security.

Credit Card Authorizations, Charges & Fraud Alerts:

If you place an order on EvergladesFishingCompany.com and it is cancelled, you will receive an email from NoFraud stating the card triggered a fraud alert or why your order could not be processed. Unless your order went thru successfully you are not being charged. Typical reasons for credit cards being declined/cancelled are entering an incorrect billing address that your bank has on file for your credit card or the incorrect spelling of the name into our system. You will need to contact your bank and correct your billing information with them. In the event of a fraud alert, Everglades Fishing Company cannot process your transaction regardless of what your bank says.

Return and Refund Policy:

Everglades Fishing Company apparel and accessories are among the finest in the industry, and we proudly stand behind every product we sell. If for any reason, you find our products less than satisfactory, please return your merchandise. Merchandise must be purchased from Everglades Fishing Company the store or EvergladesFishingCompany.com to qualify for returns.

Everglades Fishing Company accepts returns on new, unopened, undamaged items in original packaging with hangtags, within 30 days from the order date, accompanied by proof of original purchase for a full refund. All open item returns are subject to a 15% restocking fee and our shipping costs. The customer must contact Everglades Fishing Company prior to

returning product(s). We do not give refunds or exchanges on damaged products.

All sale items are final sale. All custom orders and special event fundraiser orders are final sale. No returns or exchanges can be issued. Gift cards are not eligible for returns.

If you purchased an item prior to one of our sales events, and would like to exchange it, Everglades Fishing Company will exchange your items for equal value of your purchase price. Sale prices will not be honored for any items purchased pre-sale.

If you are missing an item or the item that you receive is damaged, then please contact Everglades Fishing Company within 7 days of receipt of shipment, and we will send out a replacement free of any shipping costs to you (once we verify the legitimacy of the claim). All orders are documented and weighed prior to shipping to avoid any fraudulent claims.

After you have contacted Everglades Fishing Company and completed a return authorization form, you will need to print the form. This return form will provide us with all the details needed to expedite your return. Place the return form in the box with the item(s) you are returning and use a signature required service such as UPS or FedEx in order to guarantee delivery.

Everglades Fishing Company will manually refund your transaction for the appropriate amount for the returned items. Everglades Fishing Company will refund the original method of payment. Please allow one billing cycle for credit card refunds to appear on your statement. Returns are generally processed within 5-7 business days of receipt.

Chargebacks will not be taken lightly and will subject the client to being put on the no-sell list.

Shipping Policy: All Everglades Fishing Company orders are shipped within 72 hours except orders placed on weekends, custom made orders, specialty orders and back stocked items. Orders within the USA, are shipped via UPS Sure Post or USPS (APO & P.O. Box's.). International orders are shipped DHL. Any order placed after 2PM Eastern will increase your delivery by a day, barring any days that UPS doesn't deliver such as Saturday, Sunday and Major Holidays.

Refused Shipments:

Refused shipments are subject to a 10% restocking fee plus return freight. If a customer wishes to cancel an order it is their responsibility to cancel the order prior to the product(s) being shipped. If a customer cancels an order after it has been shipped, or refuses the shipment, the return will be subject to a 15% restocking fee and any freight charges incurred.

Damaged Shipments:

All claims for damaged shipments must be made within 72 hours of delivery to the point of destination. Any damage to a package should be noted with the carrier at the time of delivery if possible. We will not be responsible for damage claims made 72 hours after delivery.

International Shipping:

You are responsible to know the import regulations for your country. Please research all products to ensure that they are legal for importation PRIOR to ordering. Once the order has left our premises we cannot be held responsible for customs delays. Most countries will have no trouble but we post this disclaimer in the off chance that there is an issue.

If, by chance, the Everglades Fishing Company order is returned to us and you wish to have a refund then we will do so only after we have received the goods back. The refund will be calculated as Total cost less shipping and a 15% restocking fee for a total of an 85% refund not including shipping.

Everglades Fishing Company provides tracking information for all orders so please be diligent and keep track of your orders' progress through the mail system.

Everglades Fishing Company does not have a reship policy. We DO assume that all clients are aware of their own countries' laws and therefore you are responsible for dealing with your countries' customs.

Please know your own import regulations before ordering. It is your responsibility. If customs does not return the products to us we cannot issue the 85% refund to you. If your order is denied entry into your country, we strongly advise attempting to have the items sent back to us and we will refund your order less shipping and a 15% restocking fee.