



WETSUIT HIRE AGREEMENT - SEASON

1. Hire Fee

The hire fee for each wetsuit is £80 for the season plus a £80 deposit. Full payment will be taken before the suit is posted. This will include the hire fee, deposit and postage. This is a security measure for Zone3 to cover us in the eventuality that the wetsuit is not returned to us. The season hire begins from the date of receiving the wetsuit and the wetsuit must be returned by the deadline date of 1st October.

2. Shipping & Handling

Postage & Packing is included in the overall price. Postage will be through a courier company and the item will need to be signed for which will only be delivered Monday to Friday. A one-off delivery charge, to be advised by Zone3, will be enforced to the participant if re-delivery of a wetsuit is required in situations where the item was not delivered due to the fault of the participant. Such situations may be (without limitation) ;

(i) the item was not signed for because the participant was not present at the listed delivery address on more than three (3) occasions.

(ii) The item could not be delivered because the address provided by the participant was incorrect or incomplete.

3. Delivery Schedule

We aim to ship out hire wetsuits within 3 working days from the date the order was placed. You will receive an email notification when your order is shipped. International delivery of items may take additional days, please contact us for an estimate. It is your responsibility to ensure that someone is at the shipping address on the day of delivery to sign for your wetsuit.

4. Exchange

If you wish to exchange the size of your wetsuit once it has been delivered, you will be required to pay the postage costs back to us. The replacement will not be issued until the original wetsuit has been received and we aim to process exchanges within 2 working days of receiving.

Please refer to our sizing page when choosing a size which shows video of how to put the suit on correctly.

<http://www.racezone3.com/sizing>

5. Cancellations/Returns

We can accept a cancellation prior to the dispatch of the hire goods, in which case any prepayment will be refunded in full. 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. The only exception is if within 7 days of receiving the hired items the customer gives written notice to hire@racezone3.com direct by email that they wish to cancel and return the hire wetsuit for a refund. All returned products must then be returned unused in the original packaging with packaging still sealed and in a sellable reusable condition. Once received back and inspected a full refund will be given. We reserve the right to refuse a refund on the item, should the item be deemed to have been used. All refunds are limited to the hire fee only.

6. Returning Your Hired Wetsuit

When returning the suit please ensure you use a suitable postage method and retain a proof of postage as the suit will be your responsibility until it is signed for by Zone3. The goods should be returned to the following address

Zone3 (Hire)
Unit 1 Bridge Park
Merrow Lane
Guildford
GU4 7BF.

Please ensure your return contains your name, billing address and original order number. You can use the returns document found on the hire website page.

The wetsuit must be returned to Zone3 no later than the final date of your agreement; 1st of October. Any delays will incur a penalty fee. Please allow up to 14 days from the date we receive your suit for the deposit refund to be credited to your account.

7. Late/Damage fees

Any participant who does not return their wetsuit to the address as stated above by the 1st of October will be charged at £15 for each week they are late for the first two weeks. A full week will be charged regardless of whether the wetsuit is returned inside that week. This is non-negotiable.

If the product is not returned within 2 weeks of the hire agreement, Zone3 will assume the product is being kept and the deposit will not be refunded. The suit 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 following charges will be made where applicable: £10 cleaning fee, £10 for each hole/rip/tear/undue damage, £10 if the suit is wet.

8. Purchasing your wetsuit

If towards the end of your hire period you wish to keep your wetsuit then please inform us at hire@racezone3.com with your name, order number and your intention on keeping your wetsuit.

9. Damaged Suit

Whilst we take every care in checking our suits are in a good working condition, if you feel that you have been delivered a damaged product and wish to exchange it, please contact us at hire@racezone3.com within 14 days of receipt with an image of the damage described and the team will be in touch. If no replacement is available, you will be refunded in full. Zone3 can refuse to replace the wetsuit if Zone3 deem the suit to be in a useable condition and not affect the performance of the suit.

10. Warranty

Please refer to our warranty page for guidance (<https://zone3.com/warranty/>). If you are concerned that your wetsuit may be faulty then please get in contact with us at hire@racezone3.com with your order number and images of the fault in question. If the wetsuit is classed as faulty, where possible the product will be exchanged with a like model.

Email: hire@racezone3.com

Address: Zone3 Hire, Unit 1 Bridge Park, Merrow Lane, Guildford, GU4 7BF.