

Terms & Conditions

Website Disclaimer

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Delivery

Look once... Look twice... and Look Out!

When you receive goods delivered by carrier it's important that you understand how the transport companies try to minimise their responsibility and make you responsible for their mistakes. When you receive goods please, please, please make sure your employees understand the rules:

Check the number of packages you are being offered and make sure it is the same number shown on the carrier's despatch note. If you sign for three packages and later discover you only have two, the Carrier is under no obligation to find (or even look for) the missing package. It's your loss without recourse.

Check the outer packaging and open and check the products inside their boxes for any sign of damage. If there is the slightest indication that damage may have

occurred sign the Carrier's despatch note as "DAMAGED GOODS". If you fail to do this and later find that the goods have been damaged, you will have no claim on the carrier whatsoever, or Family Surfing. If the goods turn out to be ok... no damage done, as it were.

It's no good signing for the goods, and then telling the Boss that they are damaged! By then it's too late and the Carrier cannot be held responsible for the damage which has occurred in transit.

And it's no good telling us! We will be sorry to hear about your loss, but we send out materials in good order and cannot be held responsible for damage that occurs on the way if you do not sign for the products in the manner specified above.

If you need time to check the goods, make the Carrier wait. And don't be tempted to sign for goods as "received un-checked". It has no legal standing, and will leave you exposed to the same consequences as signing for them as received in good condition.

If you open up the packages and there are goods missing - tell us as soon as possible (but within 3 working days) so we can check our despatch and if necessary, rectify our mistake. No one's perfect but we accept our responsibility for filling the boxes and loading the pallets correctly.

So be careful - look once (count the packages), look twice (check for internal and external damage), and above all Look Out - or you may be letting the Carriers of the hook and subsidising their profits!!

Cancellation

In accordance with EC Directive's and UK Law, we provide a 7 day cancellation starting from the day after the goods are received (a cooling off period), during which you have the right to cancel your order for any reason. To exercise this right, please contact us. You will be liable to pay the carriage / postage charges involved in returning the goods, and if we are charged for the return we reserve the right to deduct the cost from the amount to be refunded. Once you have told us that you want to cancel your order, we will normally refund your order the day we receive the goods in their original condition, or no later than 30 days of notifying us of your wish to cancel.

This does not affect your statutory rights as a consumer.

Returns Policy

We offer a returns policy on goods that are not suitable or for other reasons such as defects - this also operates under a 7 day period from the time of receipt of the goods, but if there is a defect, this extends depending on the type of product. Most of the products on the site have their own manufacturing warranties which we will take up for you with the manufacturer. This does not affect your statutory rights as a consumer.

Complaints Procedure

We want happy customers. Complaints are dealt with quickly and efficiently under our 100% Quality policy. Your statutory rights are respected and exceeded. To enable us to do your complaint justice, contact us immediately you have a problem with full details by writing to info@seabase.eu. We prefer e-mail.

Our contact information can be found here. Before you write or call, read our product and surfboard warranties.

Transactional Information

Family Surfing takes care to ensure that all the descriptions of their products are accurate so the buyer will know exactly what they are buying. The price displayed will exclude VAT but shows VAT (in parentheses) so that you know exactly how much is being spent. Other non-optional costs the buyer will incur such as delivery are at the check out. You will have the option to cancel your order if you do not agree with the freight/carriage charges. This does not affect your statutory rights as a consumer.

Carriage Prices

The carriage price for your order is calculated at the checkout.

When will my order be shipped?

Your order is shipped, subject to stock, on the same day we receive your order. We don't have a cut of time - if we can fit it in before the couriers come we'll do it. We aim for next business day delivery for most UK postcodes - offshore islands and some northern parts of Scotland go on a 2-3 day service to make it cheaper for you.

Any exceptions to the website's carriage calculation?

Yes - shipping this type of equipment is tricky, and we make here of letting you know that the carriage price is a very good estimate, but can be subject to change. Obviously if we need to increase the carriage price we will always get in touch with you first to confirm. If there is a reduction (and yes we do reduce the charge if we can on some orders!!) then we'll reduce the carriage charge without any reference to you - you'll just get a cheaper than expected invoice.

Surfboard Warranty

Surfboards are mostly hand crafted products. All our surfboards are warranted to be made from the finest materials to the highest specifications and standards by an experienced group of craftsman.

This surfboard is guaranteed to perform as intended by the shaper and designer. It utilises new industry methods, and is made using the most refined and proven materials. It is not guaranteed against breakage or damage, however caused, simply because the circumstances are out of our control. Surfing places huge demands on equipment; even small waves can create sufficient hydraulic pressure to snap a surfboard. The better the quality the less likely this is to happen; good surfboards are made with sufficiently strong qualities to absorb most impacts and flex. Choose a reputable brand. For 20 years we have sold surfboards made to our high standards, and inspected and approved each one before sale. Our reputation is behind them all.

Family Surfing / Seabase Quality Seal

Look for the Seabase 100% Waterproof 100% Quality approved sticker on the surfboard. This is your guarantee the product you are buying meets the standards born from 40 years experience in the surf industry.

Our surfboards are sold worldwide to a highly discerning client base. We also make custom surfboards under the Quiver™ brand, and under license to the world's greatest names in surfing. For more details of our construction techniques, which vary depending on the board, call or e-mail us.

Summary of Surfboard Warranty:

Our surfboards are warranted to be made from the best materials to the highest known standards. Because of the nature of the sport of surfing, no guarantees against damage or breakage of surfboards are offered or implied.

If you have any further comments or any reason to be dissatisfied with the quality of your surfboard after purchase please call our advice line on +44 (0)1637 875811 in Northern Europe. Or write to sales@seabase.eu or sales@seabase.co.nz. We promise you our immediate attention. This does not affect your statutory consumer rights, which are fully recognised by Family Surfing and its affiliate companies.

Seabase Product Warranty

Product Warranty: All our products leave the warehouse in perfect condition. Since the brands we represent are the best in the industry, most of them contain comprehensive guarantees. These do not affect your statutory rights as a consumer. Seabase is a customer centred business. We will take all your problems seriously and always attempt to resolve any problems in mutually beneficial ways.

Otherwise:

SeaSoft Surfboard Brands: No guarantees on breakage or damage caused by circumstances outside of our control. 6 months on all manufacturing defects. 3 months for surf schools.

Bags & Covers: Guaranteed for 12 months against manufacturing defects including zips and materials, manufacture and straps and buckles

Leashes: guaranteed for 6 months against breakage, but not fin cuts or misuse.

Deck Grips: Guaranteed for 6 months against fading, peeling and splitting, but only if applied to new boards and if purchased unpackaged.

Accessories: 12 months against all defects in manufacturing. Not guaranteed if used in excess of recommendations on all packaging.

Seabase Products: We take huge pride in our products. We've been making them for 25 years, and have over 40 years experience in this industry

Fins: 12 months against breakage, 6 months all other defects.

Accessories: 12 months from date of purchase.

If you have any further comments or any reason to be dissatisfied with the quality of your Family Surfing / Seabase product after purchase please call our advice line on +44 (0)1637 875811 or write to info@seabase.eu.