Apex BASE Return & Refund Policy

As stated in the Harness-Container, Canopy, and Rook owner's manuals:

"…If you are unwilling to accept full and complete responsibility for your activity you may return unused equipment to Apex BASE for a complete refund*. By keeping or using any equipment you are accepting full responsibility and agree not to sue or make claims against Apex BASE or its directors, owners, officers, employees, designers, or suppliers."

Furthermore:

"…If the buyer declines to waive liability on the part of the manufacturer, the buyer may obtain a full refund* of the purchase price by returning the equipment and all parts before use, and within 30 days from date of delivery with a letter stating why the equipment was returned.

All Apex BASE refunds do NOT include shipping, or return shipping, and we reserve the right to withhold a 4% fee to cover credit card processing charges on your transaction.

All unused equipment returns, or cancellations, that do not fall under the aforementioned statements pertaining only to containers, canopies, and complete systems are subject to a 10% restocking fee.
Returned Checks:

Apex BASE will charge a fee of $25 for any returned checks.

Refunds on Apex BASE Expeditions:

Deposit required to secure a slot: 25% of total expedition price (includes $150 non-refundable administrative fee). Remaining balance (75%) must paid no later than 90 days before departure. Cancellation more than 90 Days before departure equals 100% refund of deposit (less the $150 non-refundable administrative fee). Cancellation from 90 to 60 Days before departure equals 50% refund of deposit (less the $150 non-refundable administrative fee). Expeditions require 2 clients to occur, therefore no refund for cancellations within 60 Days of departure. Deadline for transferring a deposit between two trips is 90 days from departure of the first trip. Non-payment of remaining balance by required deadline is subject to cancellation based on the above timetable.